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CAJE REFERENCE **HD2020/0087**

DATE APPROVED **21/04/2020**

UPDATED **19/05/2022**

JOB DESCRIPTION

(Core job description)

JOB DETAILS

Job Title: Senior Health Care Support Worker

Pay Band: 3

Directorate:

Department:

ORGANISATIONAL ARRANGEMENTS

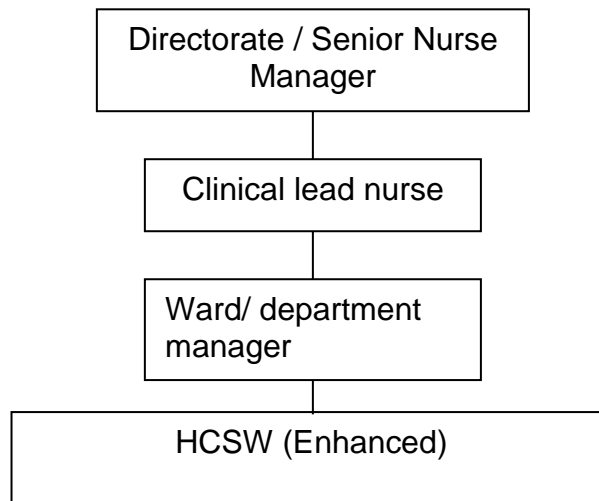
Managerial Accountable to: Ward /Department Manager

Reports to: Senior Sister / Charge Nurse

Professionally Responsible to: Hospital Head of Nursing and Director of Nursing

Responsible For: N/A

Organisation chart:



JOB SUMMARY / PURPOSE

The HCSW role is designed to deliver evidenced based clinical care under the direction and support of a Registered Nurse by following the Health Board's protocols, policies, procedures, pathways and care plans.

The post-holder will be responsible for the delivery of a high standard of person centred, safe, individualised, efficient, cost effective care under the delegated authority of a registered nurse. Delegation is defined as the transfer, to a competent individual, of the authority to perform a specific task in a specified situation (NMC 2019)

The post-holder will communicate effectively at all times and in conjunction with other team members, contribute to and maintain the team philosophy.

The post-holder will practice in accordance with Health Board standards and statutory requirements and operate within the boundaries of the role and assessed competencies.

The post-holder will work with line manager to develop the role as required within the boundaries of the Knowledge & Skills Framework (KSF) post outline and agreed skills and competencies.

The post holder must identify areas where further training is required and attend in-service training sessions to ensure competency and maintain professional development.

When accepting delegated activities it is the post holder's responsibility to make sure that patient and public safety is not affected.

The post holder is expected to work within the limits of their competence, raising concerns immediately whenever they come across situations that put patients or public safety at risk.

The post holder must make a timely referral to another registered practitioner when any action, care or treatment is required.

The post holder must ensure they ask for help from a suitably qualified and experienced health and care professional to carry out any action or procedure that is beyond the limits of competence and/or scope of practice.

MAIN DUTIES AND RESPONSIBILITIES

Undertake identified duties in relation to the care environment and the direct care of the patient/client as identified and delegated by a registered nurse in accordance with the Health Board policies and procedures.

Perform duties and activities within the framework of a plan of care, as delegated and reviewed by a registered nurse at regular intervals.

Assist patients/clients to achieve physical and emotional well-being and comfort.

Ensure that any changes in patients/client's condition or circumstance are reported immediately to the appropriate person/registered nurse/nurse in charge.

Utilise transferable skills within level of competence.

NB General and transferable clinical care competencies required for this role are detailed in the accompanying 'Competency Booklet' (Appendix 1). Area-specific, non-transferable competencies may be added to this document as determined by the appointing manager.

Clinical Assessment and Care Planning to meet Health and Well-Being Needs

Contribute to health and well-being needs of patients/clients within scope of competence.

Respect people's dignity, wishes and beliefs, involve them in shared decision making and obtains consent for delegated procedures within scope of competence.

Record and report back accurately and fully on the care delivered and risks identified.

Participate in delivering care as detailed in the care plan and to identify risks.

Provision of Care to meet Health and Well-Being Needs

Discuss individuals' care plans and their health and well-being needs with the care team and understand own role in delivering care to meet those needs.

Obtain the appropriate consent for the identified care to be undertaken, ensuring the patient/ client has a good understanding and knowledge of the decision making process and are provided with accurate and appropriate information.

Prepare for, undertake and record all care activities undertaken as delegated by a registered nurse and ensure these are consistent with legislation, policies and procedures and the management of risk.

Assist patients to achieve optimum physical and emotional well being and comfort.

Promptly alert relevant persons when there are unexpected changes in a patient's/client's condition and take any necessary remedial action.

Support and monitor individuals throughout their care in an holistic and proactive manner, using knowledge and information of appropriate services, and obtaining relevant information to meet the patient's / client's needs.

Offers information to the team on the changing needs of the patient/client and feedback on the appropriateness of the individualised care plan

Uses transferable skills with level of competence

Service Improvement

Make constructive suggestions as to how services can be improved for patients, service users, the workforce and the public.

Participate in discussions on implementing changes to work practices.

Make changes in own practice in accordance with team decisions, and in discussion with the registered nurse, agree a development strategy.

Support continuous quality improvement in service delivery.

Be aware of local guidelines, protocols and standards

Have a understanding of relevant clinical standards and audit e.g. fundamentals of care, environment, infection control etc and participate as required in audit

Communications

Communicate effectively with the ward and multidisciplinary team, patients / clients, relatives, carers, families, visitors, the public and their representatives, managers, colleagues, and staff from other agencies.

Forms of communication will be primarily verbal, written and electronic.

Constructively manage barriers to effective communication.

Actively promote health promotion activities within the relevant specialty.

Assist in raising awareness of health and well-being.

Keep accurate, legible and complete records consistent with legislation, national standards, policies and procedures.

Promote and maintain good working relationships with members of the multi-disciplinary team and support services.

Give accurate and appropriate information to patients within own scope of practice and competence.

Ensure patient confidentiality is maintained at all times.

Personal and People Development and People Management

Prepare for and take an active part in the PADR process in accordance with Health Board policy.

Take responsibility for own developmental learning and performance, ensuring you keep up to date and participate in supervision as required.

Take responsibility for maintaining a record of own personal development to provide the evidence to meet KSF outline and progress through the KSF gateways.

In partnership with reviewer, identify opportunities to develop own competence/skills in order to achieve objectives.

Regularly participate in work-based learning activities, including Health Board statutory and mandatory training taking responsibility for attending departmental updates and refresher courses.

Provide information and support to junior/less experienced staff to contribute to their own personal development.

Make an active contribution to developing the workplace as a learning environment.

Information Processing

Develop the knowledge and skills required to use the relevant IT systems required in the clinical area e.g. Myrddin, patient dependency, Oracle, Welsh Clinical Portal etc

Maintain all patient data/information accurately and completely.

Store nursing data/information safely and correctly and maintain confidentiality of information at all times.

Health, Safety and Security

Undertake work activities consistent with legislation, policies, procedures and protocols being aware of how to access them in a timely manner.

Undertake work activities consistent with the assessment and management of risk i.e. Identifying and assessing risks and hazards encountered by self and colleagues during the working day as and when they arise, minimising the risk where possible immediately and reporting them to the nurse in charge.

Select appropriate hazard control, risk management and reduction or elimination techniques in order to maintain a healthy, safe and secure environment.

Be proactive in the identification of risks, suggesting remedial action where appropriate.

Report to a registered nurse any actual or potential problems that may put health, safety and security of any staff, patient or visitor at risk.

Use and encourage others to adopt appropriate infection control procedures and maintain work areas so that they are clean, safe and hazards are minimised.

Attend all health, safety and security statutory and mandatory training as required.

Quality

Act consistently with legislation, policies and procedures and other quality approaches relevant to working/clinical practice and encourage others to emulate such practice.

Ensure own actions are consistent with clinical governance systems and processes.

Understand the scope of practice of a HCSW and a registered nurse and the principles, roles and responsibilities of both parties involved in the appropriate delegation of care.

Understand and recognise own role, limitations, responsibility and accountability as an HCSW

Demonstrate a personal commitment to equality and diversity at all times

Work as an effective and responsible team member to monitor and enhance the patients experience, acting immediately to report any potential complaints and contribute effectively to resolving them where possible informally.

Present a positive impression of the team and service.

Seek and reflect on feedback from the team and adapt own practice as necessary.

Take a shared approach to team work.

Demonstrate the ability to manage own time effectively.

Use and maintain resources efficiently and effectively and encourage others to do so.

Reflect on and monitor the quality of work in own area and alert other team members to issues of quality and risk in the care of patients.

Equality and Diversity

Recognise the importance of people's rights and act in accordance with legislation, policies and procedures.

Promote and support the rights, responsibilities and diversity of patients and their families/carers and relate with kindness and empathy to all concerned.

Respect the privacy, dignity, needs, beliefs, choices and preferences of patients and carers.

Identify and take action by raising concerns when own or others' behavior undermines equality and diversity.

Be aware of how to access multicultural leaders of faith.

Act as a patient advocate.

Effort and Environmental

Rarely lifts single packs of paper, moving a monitor, Bags of fluid up to 3 liters' etc

Pushing trolleys or manoeuvring wheelchairs taking patients to theatre etc

Checks patients notes and supporting documents, carry out calculations related to patients weight, adding up MEWS score etc

Non clinical fault finding such as why a BP manometer, tympanic thermometer, electric bed etc isn't working before sending for repair

May care for the terminally ill depending on work area or deal with a patient with challenging behaviour etc

May be in contact with unpleasant smells, Health and Safety requirements will be an integral part of the role, as there will be frequent exposure to infections, body fluids and blood.

Records Management

As an employee of Hywel Dda University Health Board, the post holder is responsible for all records that you gather, create or use as part of your work within the Health Board (including patient health, financial, personal and administrative etc-as per guidelines).

General

Other tasks and duties may be determined by line manager/team leader as the role develops, within the framework identified by the HCSW scrutiny panel.

Content Statement

The job description is not meant as an exclusive list of duties; these may be reviewed and changed from time to time, in consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Good level of general education</p> <p>Have a good understanding of health and/or social care eg. Clinical observations etc.</p> <p>NVQ 3 in a health care related subject or equivalent experience</p> <p>Maintain a record of own personal development.</p> <p>Recognises the need for lifelong learning</p> <p>Demonstrates an understanding of the role and scope of practice of the HCSW and understands the principles of safe delegation of care</p>	<p>Confirmation of successful completion of 120 credits at level 4</p>	<p>Application form and interview.</p> <p>Portfolio</p>
Experience	<p>Recent and/or previous experience of working within a relevant health/ social care environment</p>	<p>Experience of speciality.</p> <p>Experience of working as a healthcare support worker.</p> <p>Skills2Care</p>	<p>Application form and interview.</p> <p>Portfolio</p>
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	<p>Application form and interview</p>
Aptitude and abilities	<p>Good interpersonal skills</p> <p>Effective communicator</p>	<p>Basic IT skills</p>	<p>Interview</p> <p>Portfolio</p> <p>References</p>

	<p>Self-motivator</p> <p>Able to maintain confidentiality</p> <p>Caring attitude to patients and clients</p> <p>Shows respect to team members</p> <p>Able to work on own initiative</p> <p>Able to work without direct supervision under the safe principles of delegation</p> <p>Recognise own limitations</p> <p>Professional and committed attitude to work</p> <p>Demonstrate motivation, reliability and commitment to team working</p> <p>Demonstrate an ability to value the opinion of others</p> <p>Ability to support new HCSWs, students and junior staff to the working environment</p>		
Other	<p>Ability to travel to sites in a timely manner</p> <p>Flexible to the needs of the service.</p>	Across Health Board working	Application form Interview

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

** For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

** For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the post holders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

** For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The post holder is required to demonstrate on-going continuous professional development. At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The post holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The post holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The post holder has the responsibility for the development of risk profiles and

a risk register within their area of responsibility. The post holder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The post holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The post holder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient

care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The post holder needs to ensure they are familiar with their terms and conditions of service.

APPENDIX 1 : HEALTH CARE SUPPORT WORKER (ENHANCED) (BAND 3) JOB DESCRIPTION (MARCH 2020)

Band 3 Generic Competency Booklet

Definitions

Delegation is defined as the transfer to a competent individual, of the authority to perform a specific task in a specified situation.

Delegation is the process by which you (the delegator) allocate tasks, clinical or nonclinical treatment or care to a competent person (the delegatee). You will remain responsible for the overall management of the service user, and accountable for your decision to delegate. You will not be accountable for the decisions and actions of the delegatee.

Accountability is the principle that individuals and organisations are responsible for their actions and may be required to explain them to others.

Accountability is the principle that individuals and organisations are responsible and answerable for their actions. The delegator is accountable for ensuring that the treatment or care is appropriately delegated to competent individual/s. The delegatee is accountable for accepting appropriately delegated task/s and for the performance of the task/s.

Delegation of tasks from one individual to another occurs commonly in all health and care settings.

Delegation of an activity may be from:

- one registered professional to another.
- a registered professional to an unregulated member of staff.
- a registered or unregistered person to a carer or family member

For the Mentor

As a health board employee it is every individuals responsibility to delegate appropriately in accordance with both professional standards and local/national policies. The expectations is that all employees:

- only delegate tasks and duties that are within the other person's scope of competence, making sure that they fully understand the instructions.
- make sure that everyone they delegate tasks to are adequately supervised and supported so they can perform tasks appropriately and provide safe and compassionate care.
- confirm that the outcome of any task delegated to someone else meets the required standard.

What does this mean in practice?

If you're delegating a task, it's your responsibility to make sure that:

- delegation does not harm the interests of people in your care
- the task is within the other person's scope of competence
- the person you are delegating to understands the boundaries of their own competence
- the person you are delegating to understands the task
- the person you are delegating to is clear about the circumstances in which they must refer back to you
- you take reasonable steps to identify any risks and whether any supervision might be necessary
- you take reasonable steps to monitor the outcome of the delegated task

For the Delegatee

When accepting delegated activities it is every employees responsibility to:

- make sure that patient and public safety is not affected. You work within the limits of your competence, scope of practice and raise concerns immediately whenever you come across situations that put patients or public safety at risk.
- make a timely referral to another practitioner when any action, care or treatment is required.
- ask for help from a suitably qualified and experienced health and care professional to carry out any action or procedure that is beyond the limits of your competence.
- complete the necessary training before carrying out a new role.

Implications of accepting delegated tasks

If someone is delegating tasks or aspects of care to you, it is your responsibility to make sure that:

- you understand the task and can perform it safely
- it is within the limits of your competence
- you fully understand your role
- you are clear about the expectations of the colleague who has delegated the task or care to you and the circumstances in which you should provide updates and/or escalate to them.

Delegation and accountability

Please remember safe delegation is everyone's responsibility. When issues or incidents arise if there is a risk of harm, or actual harm, to staff or patients, an employer or service provider will review the decisions and actions of both parties and establish whether the root cause of an incident was unsafe delegation and/or inappropriate acceptance of a task. This may raise concerns about the practice of one, or both parties, depending on the circumstances.

For further information please refer to:

<https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/delegation-and-accountability-supplementary-information-to-the-nmc-code.pdf>

<http://www.nwssp.wales.nhs.uk/sitesplus/documents/1178/All%20Wales%20Guidelines%20for%20Delegation.pdf>

<p>Part 1. The HCSW will be able to safely demonstrate the following communication skills as assessed by the practice mentor (practice supervisor/assessor):</p>

1. Underpinning communication skills for providing and monitoring care:	HCSW	Mentor	Date
1.1 actively listen, recognise and respond to verbal and non-verbal cues			
1.2 use prompts and positive verbal and non-verbal reinforcement			
1.3 use appropriate non-verbal communication including touch, eye contact and personal space			
1.4 make appropriate use of open and closed questioning			
1.5 speak clearly and accurately			
1.6 check understanding and use clarification techniques			
1.7 be aware of the possibility of own unconscious bias in communication encounters			
1.8 write accurate, clear, legible records and documentation			
1.9 clearly record digital information and data			
1.10 provide clear verbal, digital or written information and instructions when sharing information, delegating or handing over responsibility for care			
1.11 recognise the need for translator services and material			
1.12 use age appropriate communication techniques			
2. Communication skills for supporting people to prevent ill health and manage their health challenges:	HCSW	Mentor	Date
2.1 effectively share information about: - preventative health behaviours that help people to make lifestyle choices and improve their own health and wellbeing			
2.2 clearly explain to the individual and family how their lifestyle choices may influence their health.			
2.4 use repetition and positive reinforcement strategies			
2.5 recognise and accommodate sensory impairments during all communications			
2.6 support and monitor the use of personal communication aids			
2.7 respond to people's questions, recognising when to refer to others in order to provide accurate responses			

2.8 identify the need for a range of alternative communication techniques			
2.9 help people who are feeling emotionally or physically vulnerable or in distress, conveying compassion and sensitivity.			
3. Communication skills for working in professional teams. Demonstrate effective skills when working in teams through:			
	HCSW	Mentor	Date
3.1 active listening when receiving feedback and when dealing with team members' concerns and anxieties			
3.2 timely and appropriate escalation			
3.3 being a calm presence when exposed to situations involving conflict			
3.4 being assertive when required			
3.5 using de-escalation strategies and techniques when dealing with conflict			

Part 2. The HCSW will be able assessed by the practice mentor (practice supervisor/assessor) to safely demonstrate the following skills:

Procedures to enable effective monitoring of a person's condition			
1. Demonstrate the ability to recognise most significant signs and symptoms of physical, mental, cognitive, behavioural and emotional distress, deterioration and improvement:	HCSW	Mentor	Date
1.1 accurately measure weight and height, recognise healthy ranges			
1.2 use manual techniques and devices to take and record vital signs including temperature, pulse, respiration (TPR), blood pressure (BP) and pulse oximetry in order to identify signs of improvement, deterioration or concern			
1.3 collect sputum, urine, stool and vomit specimens, record findings and reporting as appropriate			
1.4 recognise and escalate signs of all forms of abuse			
1.5 recognise signs of mental and emotional distress including agitation, or vulnerability			
1.6 recognise emergency situations and help administer basic physical first aid, including basic life support			
Procedures for provision of person-centred nursing care			
2. Provide support in meeting the needs of people in relation to rest, sleep, comfort and the maintenance of dignity:	HCSW	Mentor	Date
2.1 observe and record comfort and pain levels and rest and sleep patterns			
2.2 use appropriate bed-making techniques, including those required for people who are unconscious or who have limited mobility			
2.3 use appropriate positioning and pressure relieving techniques			
2.4 take appropriate action to ensure privacy and dignity at all times			
2.5 appropriate action to reduce or minimise pain or discomfort			
2.6 support people to reduce fatigue, minimise insomnia and take appropriate rest			
3. Provide care and support with hygiene and the maintenance of skin integrity:	HCSW	Mentor	Date
3.1 observe skin and hygiene status using contemporary			

approaches to determine the need for escalation			
3.2 identify the need for and provide appropriate assistance with washing, bathing, shaving and dressing			
3.3 identify the need for and provide appropriate oral, dental, eye and nail care			
3.4 prevent and help manage skin breakdown through appropriate use of products			
3.5 Identify and help manage skin irritations and rashes			
3.6 undertake wound care using appropriate evidence-based techniques			
4. Provide support with nutrition and hydration:			
	HCSW	Mentor	Date
4.1 use contemporary nutritional monitoring tools			
4.2 assist with feeding and drinking and use appropriate feeding and drinking aids			
4.3 record fluid intake and output to identify basic signs of dehydration or fluid retention and escalate as necessary			
4.4 support the delivery of artificial nutrition and hydration using oral and enteral routes			
5. Provide support with maintaining bladder and bowel health:			
	HCSW	Mentor	Date
5.1 observe and help monitor the level of urinary and bowel continence			
5.2 assist with toileting, maintaining dignity and privacy and use appropriate continence product			
5.3 care for and help support patients with catheters			
5.4 recognise bladder and bowel patterns to identify incontinence, constipation, diarrhoea and urinary and faecal retention			
6. Provide support with mobility and safety:			
	HCSW	Mentor	Date
6.1 use appropriate risk assessment tools			
6.2 use appropriate assessment tools to determine and escalate the ongoing risk of falls			
6.3 use a range of contemporary moving and handling techniques and mobility aids			
6.4 use appropriate moving and handling equipment to			

support people with impaired mobility			
7. Provide support with respiratory care:			
7.1 support patients undergoing administration of oxygen via a range of routes	HCSW	Mentor	Date
7.2 take and be able to identify normal pulse oximetry measurements			
7.3 identify when appropriate nasal and oral suctioning may be needed and escalate to team members appropriately			
8. Preventing and managing infection:			
8.1 observe and respond to potential infection risks using best practice guidelines	HCSW	Mentor	Date
8.2 use standard precautions protocols			
8.3 understand the principles of using aseptic, non- touch techniques			
8.4 use appropriate personal protection equipment			
8.5 follow isolation procedures			
8.6 use hand hygiene techniques			
8.7 safely decontaminate equipment and environment			
8.8 safely handle waste, laundry and sharps.			
9. Meeting needs for care and support at the end of life:			
9.1 recognise uncontrolled symptoms and signs of distress including pain, nausea, thirst, constipation, restlessness, agitation escalating as appropriate	HCSW	Mentor	Date
9.2 understand care priorities of the dying person and their family and carers			
9.3 assist in providing care for the deceased person and the bereaved respecting cultural requirements and protocols.			

Name of Health Care Support Worker (Advanced)

The HCSW (advanced) named above has been assessed and I,
 _____ (the mentor/registrant) confirm that they can:

	HCSW	Mentor	Date
<ul style="list-style-type: none"> demonstrate the knowledge, skills and ability to perform a range of delegated nursing procedures and to meet people's need for safe, effective and person-centred care 			
<ul style="list-style-type: none"> demonstrate a clear understanding of the safe principles of delegation and know how and when to escalate to the appropriate professional for expert help and advice 			
<ul style="list-style-type: none"> demonstrate the ability to recognise when a person's condition has improved or deteriorated by undertaking health monitoring. Share findings, and escalate as needed 			
<ul style="list-style-type: none"> recognise how a person's capacity affects their ability to make decisions about their own care and to give or withhold consent 			
<ul style="list-style-type: none"> recognise when capacity is reduced and understand where and how to seek guidance and support from others to ensure that the best interests of those receiving care are upheld 			
<ul style="list-style-type: none"> demonstrate an awareness of the roles, responsibilities and scope of practice of different members of the nursing and interdisciplinary team, and their own role within it 			

Clinical Area: _____

Senior Sister/Charge Nurse Name/ Signature:	Role/Designation:	Signed and dated:		
Area specific proficiency to be recorded (not transferable):	How this was taught and assessed?	HCSW	Mentor	Date
Undertake venepuncture and/or cannulation				
Undertake neurological observations				
Measure, record and report blood glucose levels				
<p>Procedural competencies required for administering medicines safely:</p> <ul style="list-style-type: none"> Continually assess people receiving care and their ongoing ability to self-administer their own medications. Know when and how to escalate any concerns Undertake safe storage, transportation and disposal of medicinal products. 				