NHS Training for
AHP Support Workers

Workbook 1: General Information

NHS Education for Scotland

NHS SCOTLAND

Contents

1.1 Aim

The aim of this workbook is to introduce the Healthcare Support Worker (HCSW) to the general level of information required to carry out their role effectively and efficiently.

1.2 Learning Outcomes

By the end of this workbook you will be able to:

- Explain the purpose of the professional organisations and their importance for assistants.
- Explain the purpose of the Code of Conduct for Healthcare Support Workers and why it is of relevance to practice.
- Describe your main roles and responsibilities and associated tasks.
- Explain procedures for annual leave and sickness absence and demonstrate that you follow them.
- Explain the purpose of the Occupational Health service in your workplace.
- Demonstrate through case examples, that you are applying relevant policies to your work.
- Explain the purpose of personal development plan and review.
- Demonstrate how the personal development plan is used to enhance development.
- Explain the purpose of clinical governance.
- Explain the purpose of clinical effectiveness.
- Describe the organisational structure of your own workplace.

1.3 Membership of the Professional Bodies and Code of Conduct

Professional Bodies

The professional bodies for each profession act as support services for members across a range of professional issues, such as patient care and professional development. They also act as trade unions for some of the professions. Most of the organisation offers associate membership for support workers, allowing them professional benefits of membership and trade union services, but without the right to vote on key issues.

Code of Conduct

The Code of Conduct for Healthcare Support Workers, from the Scottish Government, sets out the working standards to which all support workers should adhere to. The code is a list of statements that set the standard for how you should work on a day to day basis. The code is here to help you, your employer, patients and the public you work with. It is based on the basic principle of protecting the public and mirrors what is required of all 'regulated' healthcare professionals you may work alongside. The professional bodies have also developed codes of conduct for support workers that address relevant ethical, moral and legal issues. These are rules against which conduct may be measured and with which everyone is expected to comply.

The professional bodies all have websites where you can obtain information about membership, functions of each organisation and about the code of conduct for support workers:

British and Irish Orthoptic Society	www.orthoptics.org.uk
British Association of Art Therapists	www.baat.org
British Association of Prosthetists and Orthotists	www.bapo.com
British Dietetic Association	www.bda.uk
Chartered Society of Physiotherapy	www.csp.org.uk

College of Occupational Therapists	www.cot.co.uk
Royal College of Speech and Language Therapists	www.rcslt.org
Society of Chiropodists and Podiatrists	www.scpod.org
Society of Radiographers	www.sor.org

Activity

From your supervisor, or the websites above, find out the following:

Which professional body are you able to join?

Why would it be important to know about what the professional body offers to support workers?

Where would you find the Code of Conduct for healthcare support workers?

Briefly describe the code of conduct?

Why do you think the code of conduct is important for support workers?

1.4   Roles and Responsibilities

It is important that you are able to identify what your roles and responsibilities are at work and what the boundaries are of your role. Your roles and responsibilities should be documented in your job description and will also become apparent as you work within your work setting.

As a support worker you will work under the supervision of a registered therapist and the tasks that you undertake will be delegated to you by the therapist. You must know to whom you are accountable to and to whom you report to with findings of your work with patients.

 Activity

Look at your job description and discuss your roles and responsibilities with your supervising therapist. Ensure that you know:

- what your main duties and tasks are
- what is meant by delegation
- to whom you are responsible at work and how to find supervision, help or guidance when required
- what documentation you should record, where and how

From the activity above, you should describe here your main roles and responsibilities, describing to whom you report, what tasks are appropriate to be delegated to you, what documentation you should record, where and how.

1.5 Annual Leave

To ensure that staffing levels are maintained when staff take annual leave, your department will have an annual leave procedure. You will need to follow this when you wish to take time off.

 Activity

Find out the procedure for taking annual leave in your department and write it here.

1.6   Reporting Absence from Work

Your workplace will have a procedure for reporting absence from work due to sickness etc and will also have a procedure for return to work – you may need to have a return to work interview.

 Activity

Find out the procedures for reporting absence from work and for return to work and write them here.

1.7 Occupational Health

Occupational Health is a service that is responsible for undertaking health assessments on individuals who refer themselves, or are referred by management. Their role is to support employees in working towards a return to appropriate employment and ensuring effective communication with managers, personnel and general practitioners. They work with employees to achieve an outcome that meets the needs of the individual and the employer.

A further role is in providing expert advice and guidance to staff on issues relating to health and the workplace. This service is completely confidential.

 Activity

Find out how to access the Occupational Health department in your workplace. Write down here how you would do this.

Explain the purpose of the Occupational Health service and provide examples of when you might access it.

1.8   Relevant Policies

Every health board has policies relating to a variety of topics that are of importance to ensure the safe and effective working of the organisation. Whilst it is not necessary for each member of staff to be conversant with the details of each policy, it is important to have an awareness of those that are relevant to your work and to be able to comply with them. Most health boards have their policies on their intranet or internet; others may hold them within individual departments.

 Activity

Find out from your induction training, or from discussing with your supervisor which local policies are relevant to your work. Find out how they apply to the work that you are doing and what you need to do within your practice to ensure that you comply with each.

Below are some examples of the policies that you may be expected to comply with in your workplace.

Activity

For each, describe your main responsibilities as an employee, then as evidence provide details of a situation in which you acted in accordance with the policy.

Discipline / Grievance

Main responsibilities:

Case details:

Uniform

Main responsibilities:

Case details:

Confidentiality

Main responsibilities:

Case details:

Complaints

Main responsibilities:

Case details:

Smoking

Main responsibilities:

Case details:

Alcohol

Main responsibilities:

Case details:

Security and ID Badges

Main responsibilities:

Case details:

Health and Safety

Main responsibilities:

Case details:

Manual Handling

Main responsibilities:

Case details:

Infection Control

Main responsibilities:

Case details:

Waste Disposal

Main responsibilities:

Case details:

Fire

Main responsibilities:

Case details:

Cardiopulmonary Resuscitation

Main responsibilities:

Case details:

Add any other relevant policies, your responsibilities in relation to that policy and details of a case in which you applied the policy here.

Title ……………..

Main responsibilities: Case details:

Title ………...

Main responsibilities: Case details:

1.9 Other Information

Use of Telephone and Bleep System

It is likely that you will need to use the hospital or community telephone or bleep system in the course of your work. This may be in communicating with other staff or with patients or their carers. You should know how to use the system.

![Activity icon] **Activity**

Find out how to use the telephone system in your workplace. How do you locate essential personnel? How do you transfer calls? If it is appropriate, find out how the bleep system works. How do you contact the switchboard e.g. how would you call in a cardiac arrest or fire? Describe below how you would do each of these.

Telephone Manner

It is appropriate that you identify yourself to the caller when you answer the telephone and that you respond in a polite and courteous manner to any enquiries. It is also important that you relay any messages accurately and with the required degree of accuracy to the correct person.

 Activity

Provide details of how you answered a call and of how you dealt with any messages that needed to be relayed.

Describe how you dealt with the caller.
How did you relay any messages?
Anything you would do differently next time?

1.10 Personal Development Plan

Personal Development Planning (PDP) and Review is part of a continual process of planning, monitoring, assessment and support to help staff develop their capabilities and potential to fulfil their job role and purpose.

The purpose of (PDP) and review is to facilitate the achievement of personal development and career goals in the context of the NHS. PDPs are for each member of staff; regardless of their age, grade or stage in their career. The content of the plan will reflect personal aspirations in the context of organisational requirements.

Individuals are asked to be pro-active in considering their development needs and in seeking ways to achieve them and can expect to be supported, guided and facilitated by a reviewer in this process.

 Activity

Discuss with your supervisor how development of your PDP works in the context of your role. Describe here the system in your workplace for PDP and review.

When is the PDP developed?

How does the review system work?

What is required of you once your PDP is completed?

How does the PDP influence your CPD activities?

 Evidence

Explain in your own words the purpose of PDP and review. Provide evidence of how your PDP has been used to enhance your development.

1.11 Clinical Governance

Clinical governance is the system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care, by creating an environment in which clinical excellence will flourish. The Department of Health defines clinical governance as:

"A framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish."

Clinical governance encompasses audit, education and training, research and development, risk management and clinical effectiveness. Clinical governance is about ensuring that patients receive adequate and appropriate care at the right time and in the right place.

Who is responsible for clinical governance?

All staff have responsibility for clinical governance, for participation in continuing professional development and education and for striving to develop and maintain the quality of care provided.

Examples of clinical governance activities include:

- Measuring how well your service matches national standards
- Implementation and evaluation of national or professional clinical guidelines
- Use of guidelines for good practice
- Use of research evidence to ensure that treatment that is proven to be effective
- Audit of records to ensure that they meet professional standards
- Development and implementation of a continuing professional development strategy to ensure that all staff remain up to date in their practice

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Activity

Find out about some clinical governance activities that are happening in your department.

Who is involved? What is the purpose of the activities? How is clinical governance managed in your workplace or department?

Explain in your own words what clinical governance is about.

1.12 Clinical Effectiveness

Clinical Effectiveness is a component of clinical governance. The purpose of clinical effectiveness is to ensure that patients are receiving the best treatment available, that the treatments that are provided are based on sound research findings and that the patients receive the best treatment, no matter where they are.

AHPs in Scotland participate in a clinical effectiveness forum. This network is nationally organised with local representatives and groups in each health area. Groups represent the clinical specialities of the therapists – neurological rehabilitation, musculoskeletal therapy, respiratory therapy etc and are often multidisciplinary.

The purpose of the forum is to enable the therapist to:

- identify and share good practice and provide peer support
- promote collaborative working in relation to reviewing the research evidence, agreeing standards for patient management, evaluating practice and promoting continuous improvement in care
- provide a regional focus to reduce variation in practice within the region
- provide support for training of therapists in skills associated with clinical effectiveness such as searching the literature, critical appraisal of research and skills to undertake research

Therapists often organise developments in practice across a regional area through the clinical effectiveness networks. Examples of such developments include designing patient information leaflets, development of guidelines for treatment of certain conditions, standardisation of assessment sheets and regional audit.

Activity

Discuss clinical effectiveness with your supervisor.

Find out some of the clinical effectiveness activities that are being undertaken in your workplace and write them here. What is the purpose of these activities?
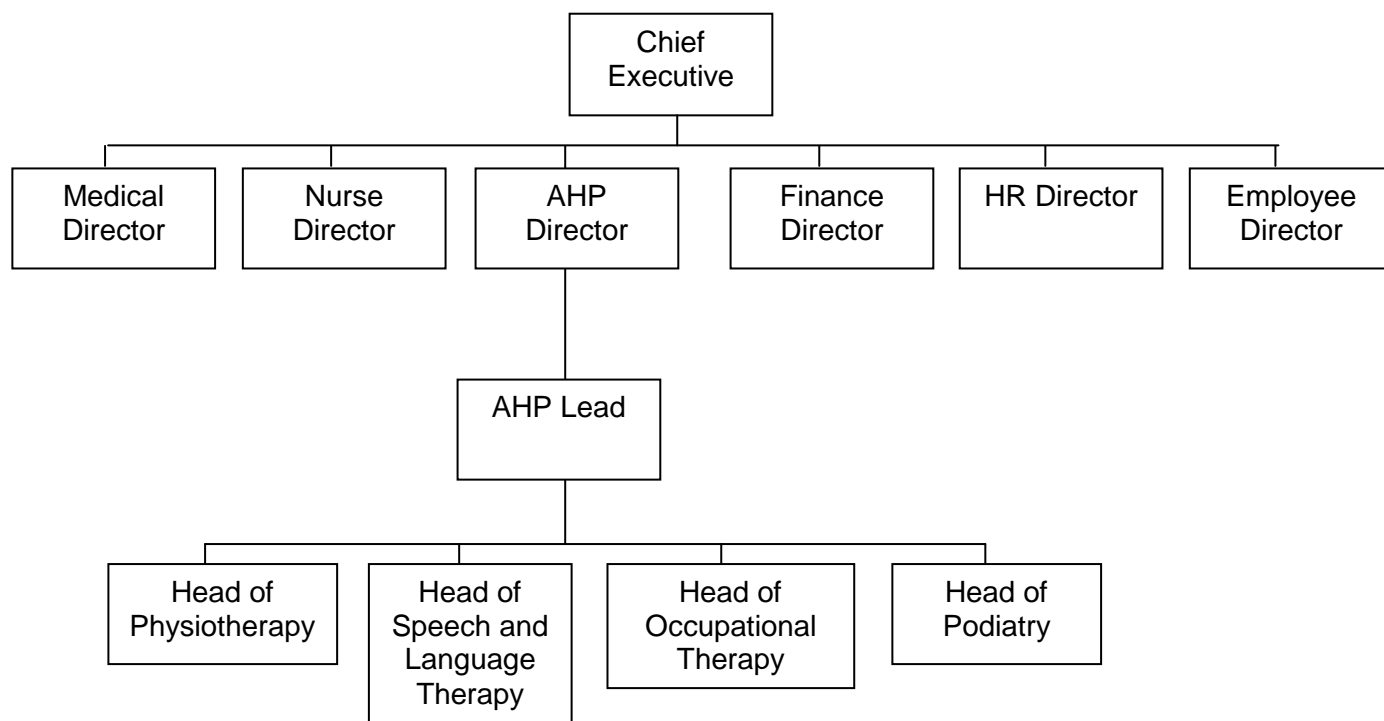
Explain in your own words the purpose of clinical effectiveness.

1.13 Organisational Structure

The NHS in Scotland is governed by the Scottish Government. Here, legislation from the Westminster Government and the Scottish Parliament is put into practice. The health service is divided into health board areas: Ayrshire and Arran, Borders, Dumfries and Galloway, Fife, Forth Valley, Grampian, Highland, Lanarkshire, Lothian, Greater Glasgow and Clyde, Orkney, Shetland and Tayside.

In each health board there are divisions. These are units that are managed separately, but in collaboration with others within the health board area. Often these are divided along the lines of acute, primary care and community services, but may vary from area to area.

There are organisational structures within each division. Again these will vary, but some structures may look similar to the structure below.

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 Activity

Find out the organisational structure in your health board. Your manager should be able to assist you with this, or the department responsible for providing you with your induction.

Briefly explain in your own words the structure of your own department.

1.14 General Information Workbook Completion

Your mentor / supervisor will sign your portfolio to indicate that you have completed this workbook successfully.

Objective	Supervisors Signature	Date

Support worker (name)	
Support workers signature	
Supervisor (name)	
Supervisors signature	
Date	

1.15 General Information Reflection

Suggested KSF Dimensions: C1, C2 and C5

This form should be placed in the appropriate section of your portfolio.

What did you learn from this module?
How has this influenced your work?
Date module completed