



SENIOR HEALTHCARE SUPPORT WORKER

Details of standard

This standard has options. Display duties and KSBs for:

All



Occupation summary

This occupation is found in the health and care sector. Senior Healthcare Support Workers work in a range of settings for example in a hospital, as part of a community team, in a day-case unit, birthing centre, individual's homes, operating theatres, nursing or care homes, hospices and in general practice.

The broad purpose of the occupation is to support registered healthcare professionals in the delivery of high quality and compassionate health and care services. A Senior Healthcare Support Worker will provide clinical, therapeutic or diagnostic care under the direct or indirect supervision of a registered healthcare professional. For this standard, one of the following occupational options will be completed:

- 1. Adult Nursing Support:** Providing care and support for adults as part of the nursing team. Some of the individuals the adult nursing support worker cares for will have short-term needs for example, if they have a wound which requires dressing. Others may have long-term conditions which affect them every day, all their lives. Many individuals will have more than one condition, and some will need round the clock care for all their personal needs including feeding, washing, going to the toilet as well as for their clinical needs.
- 2. Maternity Support:** Providing care and support for women, babies and their families as part of the maternity team. The maternity support worker will contribute to the care of women antenatally and during birth, and care for women and babies postnatally. They support new parents to care for their baby and to develop confidence and bonding.
- 3. Theatre Support:** Providing care and support for individuals before, during and after operations as part of the multi-disciplinary theatre team. They will support individuals as they are preparing to go into theatre, reassuring them if they are anxious, and helping them move them back to recovery following their procedure. The theatre support worker will support the operating team by checking individuals into the theatre department, preparing equipment, counting swabs or other instruments and measuring fluids. They may be involved in routine, traumatic and emergency surgery.
- 4. Mental Health Support:** Providing care and support for individuals with mental ill health as part of the multi-disciplinary mental health team. They will support individuals, and their families, at different stages of their recovery by listening, providing emotional support, collaboratively developing care plans, implementing them creatively and reviewing them to meet the needs of the individual. The mental health support worker observes and reports changes in mental and physical well-being, encouraging

independence and enabling individuals to live their life and achieve their goals. Usually, they will have to work closely with carers and with other organisations for example in housing and social care.

5. Children and Young People Support: Providing care and support for babies, infants, children and young people as part of the children's team. They work within guidelines and legislation designed to protect and support children and young people, recognising the different needs and rights they have at different ages and stages of their development. The children and young people support worker promotes person and family-centred care, including looked-after children, and working in partnership with parents, carers, families and other services and agencies.

6. Allied Health Profession Therapy Support: Providing care and support for individuals through therapeutic activities as part of a multi-disciplinary team. Illness, disability or a change in life circumstances often means that individuals have to learn or be supported to do things in new and different ways. This can change the pattern of a life-course, but individuals can often expect to regain and enjoy a quality of life with support and rehabilitation. Some individuals may have short-term needs, others may have long-term physical and/or mental ill health or a learning disability that affects their independence, function or way of living. The therapy support worker will be required to work with the individual either on their own or within a group setting. They may also work with others to support the individual eg training carers or working with families.

In their daily work, an employee in this occupation interacts with

- Patients, service users and carers
- Registered healthcare professionals, for example doctors, nurses, midwives and allied health professionals
- Social care staff including registered managers, care workers and social workers
- Administration, management and other non-clinical staff like porters, cleaners and receptionists

An employee in this occupation will be responsible for working within the limits of their competence, following standards, policies or protocols and agreed ways of working to provide a range of clinical, diagnostic or therapeutic interventions as part of the wider health and care team. Senior Healthcare Support Workers report to a registered healthcare professional and undertake delegated activities in line with an individual's care plan. Senior Healthcare Support Workers use their knowledge, experience and understanding to take decisions within their area of responsibility. They are accountable for their own work and for reviewing the effectiveness of their actions. Senior Healthcare Support Workers may supervise or guide other staff in their team. They must communicate effectively and be able to adhere to standards, including legislation, employer policies and procedures when handling sensitive information. They must maintain a safe and healthy working environment and keep their knowledge and skills up to date.

Typical job titles include:

Community support worker

Maternity support worker

Mental health support worker

Senior healthcare support worker

Theatre assistant

Therapy assistant

Core occupation duties

DUTY	KSBS
Duty 1 Act within the limits of own competence and within agreed ways of working, following the relevant local and national standards, policies and protocols used in the workplace	K1 K2 K3 K4 S1 S2 S3 S4 B1 B2 B3
Duty 2 Promote the health and wellbeing of individuals	K5 K6 S5 S6 B1 B2 B3
Duty 3 Monitor the physical and mental health and wellbeing of individuals in your care	K7 K8 K9 K28 S7 S8 S9 S28 B1 B2 B3
Duty 4 Use communication methods and techniques to overcome barriers and meet individuals' wishes, preferences and needs	K10 K11 S10 S11 B1 B2 B3
Duty 5 Maintain the health, safety and security of yourself and others in the workplace by identifying risks and taking appropriate action to keep people safe	K12 K13 K14 K15 K16 K17 S12 S13 S14 S15 S16 S17 B1 B2 B3
Duty 6 Maintain and further develop your own skills and knowledge and contribute to the development of others	K18 K19 K20 S18 S19 S20 B1 B2 B3
Duty 7 Record, report and store information related to individuals, keeping information confidential	K21 K22 S21 S22 B1 B2 B3
Duty 8 Contribute to the quality of services by participating in improvement activities	K23 K24 K25 S23 S24 S25 B1 B2 B3

Duty 9 Provide leadership for others within the scope of own role

K26 K27

S26 S27

B1 B2 B3

Option duties

Adult Nursing Support duties

DUTY

KSBS

Duty 10 Undertake delegated nursing care and support for adults

K29 K30 K31 K32 K33 K34 K35 K36

S29 S30 S31 S32 S33 S34 S35 S36

B1 B2 B3

Maternity Support duties

DUTY

KSBS

Duty 11 Undertake delegated maternity care and support for women, babies and their families

K32 K34 K35 K37 K38 K39 K40 K41 K42
K43 K44 K45

S32 S34 S35 S37 S38 S39 S40 S41 S42
S43 S44 S45

B1 B2 B3

Theatre Support duties

DUTY

KSBS

Duty 12 Undertake delegated peri-operative care and support for individuals

K46 K47 K48 K49 K50 K51 K52 K53 K54

S46 S47 S48 S49 S50 S51 S52 S53 S54

B1 B2 B3

Mental Health Support duties

DUTY	KSBS
Duty 13 Undertake delegated therapeutic techniques and interventions for individuals to promote mental health recovery	K35 K55 K56 K57 K58 K59 K60 K61 K62 K63 S35 S55 S56 S57 S58 S59 S60 S61 S62 S63 B1 B2 B3

Children and Young People Support duties

DUTY	KSBS
Duty 14 Undertake delegated clinical and therapeutic activities for children, young people and their families	K29 K30 K31 K32 K33 K34 K35 K64 K65 K66 K67 S29 S30 S31 S32 S33 S34 S35 S64 S65 S66 S67 B1 B2 B3

Allied Health Profession Therapy Support duties

DUTY	KSBS
Duty 15 Undertake delegated therapeutic activities to support individuals in meeting their optimum potential	K34 K68 K69 K70 K71 K72 K73 K74 K75 K76 K77 S34 S68 S69 S70 S71 S72 S73 S74 S75 S76 S77 B1 B2 B3

KSBS

Knowledge

K1: The legislation, policies, standards, local ways of working and codes of conduct that apply to own role

K2: The scope of practice, limitations of own competence, including limitations of own role in relation to medication and who to ask for support

K3: The principles of 'person-centred care and support', including principles of equality, diversity and inclusion, active participation, consent and choice

K4: The principles of a 'duty of care' and 'safeguarding', the signs of abuse and ways to reduce the risk of abuse

- K5:** National and local definitions of health and well-being and priorities for promoting public health and reducing inequalities
- K6:** The availability of services to support individuals with lifestyle choices and how to make a referral if required
- K7:** The signs and symptoms that an individual's health and wellbeing is changing, including the role of prescribed medication
- K8:** The signs and symptoms that an individual is in pain, distress or discomfort
- K9:** The principles of hydration, nutrition and food safety
- K10:** Communication techniques to maximise understanding including for individuals with specific communication needs or wishes
- K11:** The meaning of 'capacity', the differences between mental illness, dementia and learning disability and the impact of these conditions on an individual's needs
- K12:** The principles of infection prevention and control and the importance of good personal hygiene, hand hygiene and correct use of personal protective equipment (PPE)
- K13:** Local systems and processes to manage the supply, storage, use and safe disposal of stocks and supplies
- K14:** The principles of safe moving and assisting individuals, and moving and handling equipment
- K15:** The meaning of 'risk' in the workplace, ways to raise concerns and own responsibilities in relation to incidents, errors and near misses
- K16:** Techniques and principles to safely perform basic life support
- K17:** The common causes of conflict and how to respond to them in the workplace
- K18:** The importance of continuing personal and professional development
- K19:** The local arrangements for appraisal of performance in the workplace
- K20:** The principles of reflective practice
- K21:** Ways to record and store information securely, including the safe use of technology
- K22:** The principles of confidentiality, duty of confidence and disclosure
- K23:** The principles of 'quality improvement' and ways to measure quality in the workplace
- K24:** The principles of investigatory techniques, research and evidence-based practice, and how to access existing evidence and use it to validate and improve practice
- K25:** The principles of critical thinking and methods of critical appraisal
- K26:** The principles and styles of leadership in relation to own role and place of work
- K27:** The relationship and differences between leadership, management, supervision and mentoring

- K28:** The physiological states, their normal ranges and the correct tools or equipment to use to measure them
- K29:** The activities of daily living and ways to support individuals to develop and maintain their independence in carrying out these activities
- K30:** The structure and function of the skin and underlying tissues and factors that lead to tissues being compromised
- K31:** The principles of wound management and the equipment and materials that are used to treat wounds
- K32:** Methods for taking and testing specimens
- K33:** The end of life phase and the factors which impact care during the end of life phase
- K34:** Local systems for discharge and transfer and the availability of services and agencies offered by the wider health and social care system
- K35:** The signs and symptoms that indicate an individual's physical or mental health and wellbeing are deteriorating
- K36:** How to support adults to take responsibility for their own health and wellbeing
- K37:** Strategies to engage women and carers in feeding, bathing, parenting and self-care such as antenatal and postnatal exercise
- K38:** Local and national antenatal and newborn screening services and immunisation programmes
- K39:** Local systems and protocols to maintain the maternity environment including procedures to maintain the supply of resources, instruments and equipment
- K40:** The purpose of a urethral catheter and the importance of regular monitoring
- K41:** Local security procedures for women and babies including systems for woman and baby identification
- K42:** The routine checks and observations undertaken for a healthy baby such as cord care, eye care, oral hygiene, stools and signs of neo-natal jaundice
- K43:** The nutritional and hygiene needs of babies, the benefits of different feeding methods and the importance of skin to skin contact in bonding
- K44:** The principles of supporting families at difficult times, bereavement and loss and the availability of other support services
- K45:** The scope of their own role in an emergency situation during pregnancy, labour, birth or the postnatal period
- K46:** Local systems and protocols for completing pre- and post-operative checklists
- K47:** The principles of asepsis and maintenance of the sterile field in relation to the provision of surgical instrumentation and medical devices to the surgical team
- K48:** Local systems and protocols for team briefing, patient sign in, timeout, sign out and debriefing

K49: The effects of pre-medication, sedation and anaesthesia on individuals

K50: The purpose for recording an individual's body fluid and factors that affect input, output and wound drainage

K51: Techniques used in the peri-operative environment to position individuals and specialist equipment for before, during and after surgery

K52: The types, purpose and function of surgical instruments and supplementary items used in theatre such as the cost implications of items used and the impact on the commissioning of surgical procedures

K53: The importance of identification, measurement, accounting for and recording swabs, sharps, instruments or other disposable items used and the actions to take if one is missing

K54: Types and uses of containers for transport, procedures for labelling, handling, dispatching recording and reporting for clinical specimens and blood products

K55: The nature of mental health and well-being and the main forms of mental ill health according to the psychiatric International Classification of Diseases and Diagnostic and Statistical Manual of Mental Disorders (DSM/ICD) classification system

K56: The main interventions in mental health and well-being and the benefits of early intervention

K57: The needs of individuals with mental ill health and those supporting them at key stages and through times of change or transition

K58: Techniques used to build, monitor and sustain therapeutic relationships with individuals, carers and their families

K59: The factors that facilitate an individual's recovery experience

K60: The impact of the individual's mental ill-health on their life, family, friendships and active participation in society

K61: Risk factors of harm to self or others, a range of triggers and consideration of the impact of the environment

K62: Prevention and risk reduction strategies which involve the individual and others, such as suicide mitigation, behaviours which challenge, substance misuse and self-neglect and reduction of restrictive practices

K63: The importance of own mental health and wellbeing when working in mental health services

K64: Principles and techniques to engage children and young people in therapeutic play

K65: The main life transitions for children and young people and the importance of involving the child or young person in their own care in line with legal policy and service frameworks for children and young people

K66: The importance of family-centred care and the role of the public health agenda in promoting and protecting the health and wellbeing of children and young people, to include looked-after children and young carers

- K67:** The expected physical, cognitive, language, emotional, social and developmental milestones, the tools and equipment to measure and assess them and how to adapt practice to meet additional needs
- K68:** The care planning process and therapeutic strategies used within own role to promote and enable independence, self-management, social integration, recovery and skills for everyday life
- K69:** Local systems for undertaking clinical risk assessments and management plans relevant to own work setting
- K70:** The potential impact of mental and physical capacity, health condition, learning disability or overall wellbeing on therapeutic or clinical interventions
- K71:** Strategies and approaches to rehabilitate or maximise an individual's function
- K72:** Strategies and tools available to engage individuals or communities in group sessions
- K73:** Activities and resources available within the community and the means to access them
- K74:** Local systems for sourcing, ordering and fitting therapeutic equipment and resources and the criteria for provision
- K75:** The purpose and function of the therapeutic equipment and resources available, including its limitations and contra-indications
- K76:** Strategies and tools available to engage individuals in learning how to use therapeutic equipment and resources
- K77:** Protocols for checking, reporting and adapting therapeutic equipment and resources
- ## Skills
- S1:** Work in line with legislation, policies, standards, local ways of working and codes of conduct that apply to own role
- S2:** Work within the scope of practice, the limits of own knowledge and skills, escalating and reporting to others when needed
- S3:** Work as part of a multi-disciplinary team to provide safe and non-discriminatory person-centred care and support with individuals' established consent
- S4:** Implement a duty of care, recognising and responding to safeguarding and protection concerns and acting in the best interest of individuals to ensure they do not come to harm
- S5:** Support individuals to make informed and positive lifestyle choices
- S6:** Actively seek out and act on opportunities to support individuals to maximise their health, well-being and positive lifestyle choices
- S7:** Recognise and respond to changes in an individual's health and wellbeing
- S8:** Recognise and respond to the signs and symptoms that an individual is in pain, distress or discomfort to maximise comfort and well-being
- S9:** Promote and monitor access to fluids and nutrition in line with an individual's care plan

- S10:** Communicate with individuals, their families, carers and others in the workplace using techniques designed to facilitate understanding
- S11:** Recognise and respond to limitations in an individual's mental capacity
- S12:** Maintain a safe and healthy working environment, using infection prevention and control techniques including hand washing, sanitisation, disinfection and personal protective equipment (PPE)
- S13:** Maintain the safe supply, storage, use and disposal of supplies and equipment
- S14:** Move and handle equipment or other items safely and assist individuals
- S15:** Take appropriate action in response to concerns, risks, incidents or errors and near misses arising in the workplace
- S16:** Perform basic life support techniques
- S17:** Recognise and respond to potential conflict, challenging behaviour or an escalating situation
- S18:** Undertake own training and development activities and contribute to the training and development of others
- S19:** Participate in appraisal to support professional development
- S20:** Reflect on and develop your own practice
- S21:** Record and store information related to individuals securely, including the safe use of technology
- S22:** Report and share information related to individuals securely and in line with local and national policies, maintaining confidentiality, duty of confidence and disclosure
- S23:** Participate in and support others with quality improvement activities in the workplace
- S24:** Use investigatory techniques to source evidence to validate and improve the delivery of care and support within own scope of practice
- S25:** Critically appraise sources of information and apply to practice
- S26:** Provide leadership and act as a role model for others within the scope of own role
- S27:** Contribute to mentoring and supervision of others in the workplace within the scope of own role
- S28:** Undertake physiological measurements, selecting and using the correct tools or equipment
- S29:** Support individuals with activities of daily living to develop and maintain their independence in line with their desired outcomes and plan of care
- S30:** Assist with tissue viability risk assessments and manage pressure areas
- S31:** Assist with wound care in line with the care plan
- S32:** Obtain and test specimens in line with the care plan
- S33:** Provide care and support for individuals and their family during the end-of-life phase

- S34:** Contribute to signposting to relevant agencies and , discharge or transfer of individuals between services, in line with their care plan
- S35:** Recognise and respond to deteriorations in physical health, mental health and wellbeing
- S36:** Support adults to take responsibility for their own health and wellbeing and for managing their own condition
- S37:** Assist the midwife with teaching, feeding and hygiene needs of babies-parenting skills and antenatal and postnatal exercise
- S38:** Assist health care professionals with antenatal and newborn screening and provide information to parents about immunisation activities
- S39:** Provide support to the maternity team by maintaining the supply of resources, instruments and equipment
- S40:** Support personal care such as providing care for women with urethral catheters
- S41:** Identify the baby and provide wristband or label in line with local security procedures
- S42:** Care for the physical needs of babies by undertaking routine healthy baby observations and reporting any abnormalities
- S43:** Support parents and carers to meet the developmental, nutritional and hygiene needs of babies
- S44:** Work in partnership with families and other support services to support individuals in difficult circumstances, bereavement and loss
- S45:** Provide support to the midwife and others in the multi-disciplinary team in an emergency situation during pregnancy, labour, birth or the postnatal period
- S46:** Complete pre- and post-operative checklists
- S47:** Support the surgical team to maintain the sterile field
- S48:** Participate in team briefing, patient sign in, timeout, sign out and debriefing
- S49:** Support and monitor the pre-medicated, sedated and unconscious individual
- S50:** Measure and record an individual's body fluid balance
- S51:** Move, position and transport individuals and specialist equipment before, during and after surgery
- S52:** Prepare the clinical environment and provide surgical instrumentation and supplementary items for the surgical team
- S53:** Carry out counts for swabs, sharps, instruments and disposable items and take action if something is missing
- S54:** Assist in receiving, handling and dispatching clinical specimens or blood products
- S55:** Use strategies and tools to promote mental wellbeing and to support individuals with mental ill health

- S56:** Observe, record and report changes and barriers, using proactive approaches to manage behaviour which challenges
- S57:** Take an active approach in supporting individuals to manage their condition
- S58:** Build, monitor and sustain therapeutic relationships with individuals, carers and their families
- S59:** Promote a recovery-based approach that enables the individual to manage their condition
- S60:** Enable and empower individuals to actively participate in society and recognise the impact of mental health on them and others
- S61:** Identify situations of risk to yourself or others and take action including seeking support
- S62:** Involve the individual, carers and family members in risk management processes
- S63:** Review and promote your own mental health and wellbeing
- S64:** Support the development of children and young people through therapeutic play and learning
- S65:** Support children and young people through transitions by enabling shared or independent decision making
- S66:** Support parents, families and carers to meet the needs of children and young people
- S67:** Support children and young people before, during or after diagnostic, clinical or therapeutic procedures
- S68:** Provide therapeutic support in line with care plans to encourage independence, self-management and skills for everyday life
- S69:** Assist with undertaking clinical risk assessments and management plans
- S70:** Recognise the impact of mental or physical capacity, health condition, learning disability or overall wellbeing on the therapeutic or clinical task or intervention and when to adapt
- S71:** Enable individuals to meet optimum potential
- S72:** Facilitate group sessions to support health and well-being of individuals or communities
- S73:** Support people to engage in the community and access activities or resources in line with their treatment goals
- S74:** Identify, order or fit therapeutic equipment and resources in line with the individual's care plan
- S75:** Use equipment and resources therapeutically in a safe way in line with local policy and procedure
- S76:** Demonstrate and teach the safe and appropriate use of therapeutic equipment and resources
- S77:** Complete safety checks for therapeutic equipment and resources, following protocols to report issues or make adaptations if appropriate

Behaviours

- B1:** Treat people with dignity

B2: Show respect and empathy

B3: Be adaptable, reliable and consistent

Qualifications

English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Other mandatory qualifications

Level 3 Diploma in Healthcare Support

Level: 3

Ofqual regulated

IAO 603/2467/3, NOCN 603/4310/2, iCQ 603/2428/4, BIIAB 603/2525/2, FAQ 603/2556/2, Gateway Qualifications 603/2504/5, City and Guilds 603/3544/6, TQUK 603/2494/6, NCFE Cache 603/2414/4, NCFE Cache 603/2412/0, Highfield 603/2558/6, Pearson 603/2462/4.

Additional details

Occupational Level:

3

Duration (months):

24

Review

This apprenticeship standard will be reviewed after three years.

Example progression routes

Nursing associate (NMC 2018)

Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE	LATEST START DATE	LATEST END DATE
1.3	End-point assesment plan, standard and funding revised	01/11/2022	Not set	Not set
1.2	The funding band for this standard has been reviewed as part of the apprenticeship funding band review. The new funding band is £5000.	03/10/2018	31/10/2022	Not set
1.1	End-point assessment plan revised	05/09/2018	02/10/2018	Not set
1.0	Approved for delivery	31/10/2016	04/09/2018	Not set