

# FEATURED APPRENTICE

## JAMES CARLYLE

### SENIOR HEALTHCARE SUPPORT WORKER



University Hospitals  
Plymouth

Meet James Carlyle, a Level 3 Senior Healthcare Support Worker apprentice working at University Hospitals Plymouth, Derriford as a doctor's assistant for Colorectal surgery.

We spoke with James about his journey to become a SHCSW apprentice, keep reading to find out.

### WHAT APPRENTICESHIP ARE YOU STUDYING AND WHAT DOES THE STUDY INVOLVE?

Currently I am studying for a level three City and Guilds Diploma in Healthcare support.

I had previously completed a level two Diploma in Healthcare, as an apprentice.

### WHY DID YOU WANT TO DO AN APPRENTICESHIP?

I had previously worked in retail management for nearly 30 years. And wanted a change in career, one where I felt I could make a positive difference to others and provide me with job satisfaction. I was initially drawn to the level two Healthcare Support Worker apprenticeship, as it provided all the skills one would need to do their job in a safe and supportive environment. And also provided hands on experience, working alongside experienced colleagues and learning on the job from them. Being paid, while you learn and gain experience is just a massive bonus.

### WHAT DOES YOUR JOB ROLE INVOLVE?

As with all healthcare professionals my job is to provide the very best care for our patients. To this end, I support the doctors and nurses by taking blood from patients for testing, inserting cannulas so patients can receive medicine or fluids, inserting catheters for various medical reasons, performing ECGs on patients to provide a quick diagnosis of any potential heart issues, applying pressure wound dressings to speed up the healing process, supporting my colleagues in personal care and observations with our patients and assisting in any medical emergency, this has included performing CPR, manually and with a defibrillator.

### WHAT DO YOU WANT TO DO ONCE YOU QUALIFY?

As I near the end of my current course. I am looking for my next opportunity to learn new skills and qualifications, in order to be a better healthcare professional. As there are so many opportunities, I will seek guidance from my tutor and mentor from my first course, Jo Hickey. Jo has helped and supported me from day one. I have been looking at the Trainee Nursing Associate and Assistant Practitioner apprenticeships so far.