

Lily Court Level 2 Healthcare Support Worker



**Barking, Havering and Redbridge
University Hospitals**
NHS Trust

Level 2 Healthcare Support Worker

**You can access the standard
[here.](#)**

Healthcare support workers work as part of a team providing high quality and compassionate care to individuals. They carry out well-defined routine clinical duties like monitoring an individual's conditions (by checking things like blood pressure, temperature or weight), checking on their overall progress, comfort and wellbeing. Depending on where they work, they may also help individuals to eat, drink, wash, dress or go to the toilet. You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan.



**Meet Lily Court, a Healthcare Support
Worker apprentice at Barking, Havering
and Redbridge University Hospitals NHS
Trust.**

Lily is 19 years old and works within the Outpatients Team at Barking, Havering and Redbridge University Hospitals NHS Trust as an apprentice Healthcare Support Worker. She is completing a Level 2 Healthcare Support Worker apprenticeship with Lifetime Training.

Lily's typical responsibilities include:

Her daily responsibilities vary depending on what clinic Lily is working in and which team she is supporting. The general responsibilities include running clinics and doing observations for doctors. Sometimes Lily assists in minor operations and generally looks after patients. Overall, Lily ensures the clinics run smoothly.

We spoke to Lily about her apprenticeship and her future career plans:

1. Why did you apply for an apprenticeship in the NHS?

I have always been interested in working for the NHS with a dream of becoming a Nurse. In mid-2020 I noticed an advert for an apprenticeship as a HCA (Healthcare Assistant) at Barking, Havering and Redbridge University Hospitals NHS Trust. I had just left school in March 2020 due to lockdown and I was unable to physically sit my A Levels that I had been studying so hard for. I passed all three A Levels and started applying for Nursing degrees at university.

2. How did you get into your current role?

I was accepted by all Universities I applied to, but in November 2020 I was invited to an interview for the HCA (Healthcare Assistant) apprenticeship and was offered the position. I had to decide to take the apprenticeship or start university. I chose the apprenticeship route as the chance to earn and learn was attractive. I've never looked back! I can also still progress to be a Registered Nurse via the apprenticeship route.

3. What does a typical day look like for you?

The day always starts with a 'huddle' where I am then allocated a team to work with for the day. Everyday is different, which I enjoy as it is so varied. Everyday is extremely busy, which I love.

4. What are you most proud of?

Winning the Lifetime Training Healthcare Apprentice of The Year Award. I love having the opportunity to be able to help people.

“It was the best thing I have done applying for the apprenticeship post”

5. Where do you see yourself in the future?

I would like to be able to go on and become a Nursing Associate via the apprenticeship route, and eventually become a Registered Nurse. I continue to seek development opportunities to gain the breadth of experience that will support my nursing journey.

6. What advice do you have for people looking to do the same apprenticeship as you?

“Just go for it!”

“It was the best thing I have done applying for the apprenticeship post”

“Complete all work set on time and keep on top of it”

“Enjoy the work”

7. What challenges have you faced so far?

Having the confidence to do it, but my confidence has grown during my apprenticeship and I am now very confident and love my role as a Healthcare Support Worker.

Have you seen our Nursing Apprenticeship Standards Factsheet

Health Education England NHS APPRENTICESHIP STANDARDS IN NURSING

Click on the circles to find out more about each apprenticeship

Healthcare Apprenticeships

level 2: Healthcare Support Worker

level 3: Senior Healthcare Support Worker

level 4: Assistant Practitioner (Health), Nursing Associate

level 5: Occupations

level 6: Registered Nurse

Further Occupations: Advanced Clinical Practitioner, District Nurse, Enhanced Clinical Practitioner, Specialist Community Public Health Nurse

Career progression is not linear. You can step in or out at any point depending on your experience, career goals. You must check that you meet the entry requirements for the apprenticeship you select.

You may also be interested in public health, mentoring, teaching, leadership or management apprenticeships.

- ✓ An apprenticeship combines practical training in a job with study
- ✓ Apprentices are employed and receive a salary
- ✓ Full-time apprentices are entitled to a minimum of 6 hours per week 'off the job' training time as part of their job.*
- ✓ If not already achieved apprentices will undertake maths and English qualifications
- ✓ A qualification taken during an apprenticeship is equal to the same qualification taken elsewhere
- ✓ Depending on the apprenticeship, upon successful completion, apprentices may be eligible to apply for professional registration

*The off the job minimum requirement for a part-time apprentice remains unchanged at 20% of their normal working hours. The new 'off the job' hours policy change only applies to new starts from 1 August 2022.

RESOURCES AVAILABLE ON HASO

HEALTHCAREERS INFORMATION ON JOB ROLES AND MORE

HEE TALENT FOR CARE

APPLY ON NHS JOBS

<https://haso.skillsforhealth.org.uk>

It gives an overview of the apprenticeship standards in this area