



Care Certificate Celebration Day 2023

Presented by:
Dawn Grant & Rob Brooks





Welcome

Dawn Grant, National Project Lead for Support Worker Development, NHS England

Rob Brooks, National Programme Manager (Care Certificate, Pre-Apprenticeships and Support Worker Progression), NHS England

Agenda

10.00am	Meeting start
Welcome	<p><u>Celebrating the Care Certificate and the Support staff who complete it!</u></p> <p>Rob Brooks, National Programme Manager (Care Certificate, Pre-Apprenticeships and Support Worker Progression), NHS England</p> <p>Dawn Grant, National Project Lead for Support Worker Development, NHS England</p>
Theme 1:	<p><u>New to care, onboarding</u></p> <ul style="list-style-type: none">• Dinah Ofosu-Asante, Recruitment and Retention Lead Nurse for Healthcare Support Workers, Imperial College Healthcare NHS Trust• Arun Krishnarayan, Associate Educator for Healthcare Support Workers, Imperial College Healthcare NHS Trust• Enejda Meta, Healthcare Support Worker, Imperial College Healthcare NHS Trust
Theme 2:	<p><u>Support Worker reflections of completing the Care Certificate (Variety of clinical and non-clinical roles)</u></p> <ul style="list-style-type: none">• Nikki Cawte, Care Certificate Lead, Lincolnshire Community Health Services• Sherene Shah, Associate Educator, Bradford District Care NHS Foundation Trust
Theme 3:	<p><u>Continuing best practice – Associate Educators/Assessors/completion, celebrations of achievement, shining the light on best practice</u></p> <ul style="list-style-type: none">• Maggie Orr, Ryan Williams and Simone Hagi-Georgiou, Central and North West London NHS Foundation Trust
11.30am	Meeting Close



Theme 1: New to care, onboarding



Care Certificate Celebration Day 2023

New to Care Programme

Working closely with external recruitment partners as well as Imperial's own established HR dept., a consistent HCSW supply route is in place designed to deliver staff members prepared for their 1st week in a clinical environment.

- Candidates are pre-screened for employment eligibility
- An in house recruitment 'event, takes the candidate through Functional Skills testing, a panel interview with feedback and positive / negative outcomes given on the day.
- Imperial's HR team allocate HCSW to ward's with a specific staffing requirement with a confirmed start date.
- Additional routes to joining Imperial College Healthcare include Job Fairs at local colleges and 'stand presence at larger recruitment events

Imperial ensure HCSW have a comprehensive induction process, that is aligned to the Care Certificate modules and clearly explained pathways for progression between Bands 2 and 4. Key features include:

- Fundamentals of patient care delivery to begin supporting patients in the HCSW's first two weeks.
- A focus on communication (both verbal and non-verbal) ward behaviours, slips and trips, and group activities to foster collaborative working.
- HCSW are inducted together which is an important element of the programme as it helps to create peer support amongst HCSW.
- HCSW undertake a period of supernumerary training for two weeks
- Guest speakers undertake bespoke HCSW presentations with the aim of developing 'champions for specific areas i.e. infection prevention control.
- HCSW are shown the different career paths available in Nursing & Midwifery after the completion of the Care Certificate.

New to Care 5 day Induction





Enejda Meta: A New to Care HCSW journey



Theme 2: Support Worker reflections of completing the Care Certificate

(Variety of clinical and non-clinical roles)



Nikki Cawte, Care Certificate Lead, Lincolnshire Community Health Services



**How we see the impact from Start to Finish.
Nikki Cawte - Care Certificate Co-ordinator**



CAWTE, Nikki (LINCOLNSHIRE COMMUNITY ...

HOW HAS THE CARE CERTIFICATE HELPED STAFF DEVELOP IN THEIR ROLE?





HEALTH CARE SUPPORT WORKERS

Setting the theme – Welcome & ward atmosphere
Initial face to face meetings.
Bespoke and individual.

Ensure all learners understand the Care Certificate competencies and what is expected from them and keeping in touch with mentors and managers.

Person centred care

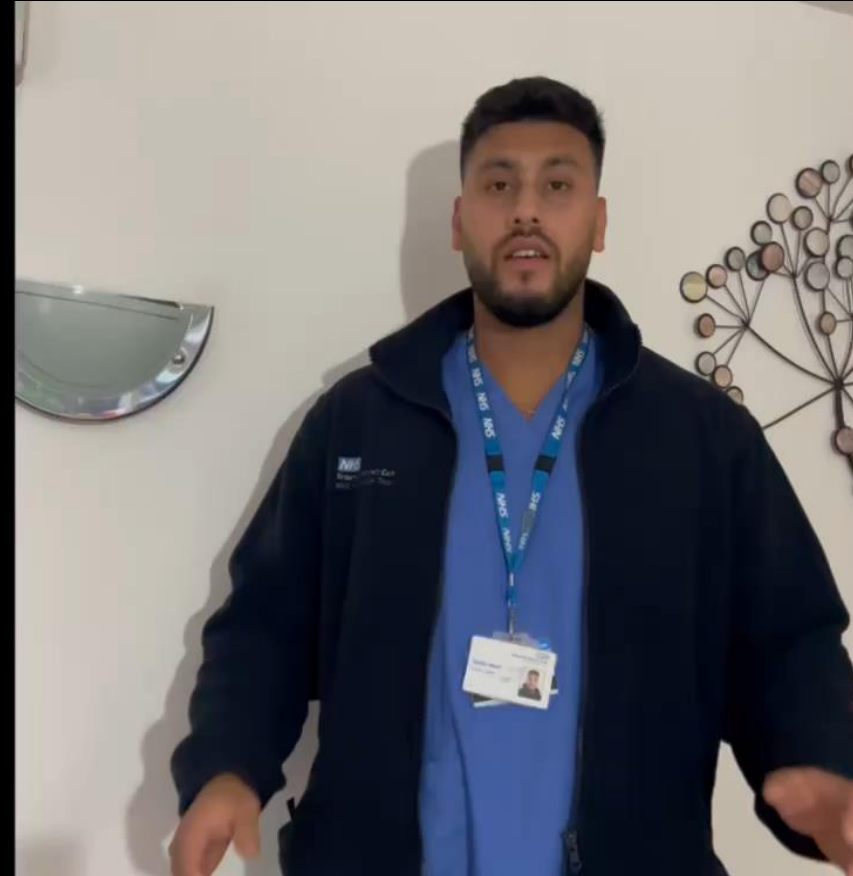
Safeguarding (as part of competencies duty of care and safeguarding) how has the competencies had an impact on patient care. i.e., communication & reporting.

Understanding and respect of personal, cultural, social & religious needs of people who use the service equality and diversity.

Providing service users with the tools needed to support on-going care – safe and competent care. Duty of care, fluids and nutrition.

INTRODUCTION TO ONE OF OUR HEALTH CARE SUPPORT WORKERS

FORENSIC MENTAL HEALTH IS A SPECIALIST AREA IN THE MENTAL HEALTH SYSTEM RELATING TO THE INTERSECTION BETWEEN MENTAL ILLNESS AND THE LAW. FORENSIC MENTAL HEALTH SERVICES PROVIDE ASSESSMENT AND TREATMENT FOR PEOPLE WITH A MENTAL ILLNESS WHO HAVE OFFENDED, WHO ARE AT RISK OF OFFENDING, OR WHO HAVE BEEN FOUND NOT GUILTY OF AN OFFENCE ON THE GROUNDS OF MENTAL IMPAIRMENT.



*Sheikh Usman Malik – Health Care Support Worker
Forensic (low secure) services*

WHAT DID I DO TO MAINTAIN QUALITY ASSURANCE?

We use the E-Learning (E-learning for healthcare) modules that learners complete via the elfh platform

Checking training is up to date in line with Care Certificate competencies e.g. mental health, MAV training/Calderdale competencies.
1:1 pastoral/academic support & support on wards.

Learners are encouraged to progress onto their functional skills if needed. i.e., Maths and English at level 2.



OUTCOME FOR STAFF & PATIENT CARE

During my last 2 years in the post of an Associate Educator, I have observed learners I have worked with develop & progress on their career pathways.

Some learners were confused, worried and felt that they couldn't work up to their work demands.

I have learners who are now working as Band 3 Senior HCSW's, Activity co-ordinators and some moving onto their Nurse Training.

The Care Certificate has benefitted all learners in many ways especially by improving their confidence, abilities and quality of care provision.

I have encouraged progression by advising learners on other career pathways after Care Certificate such as applying for Level 2/3 Health and Social Apprenticeships/courses.



Bradford District
CARES

THANK YOU!

Any questions?

Sherene.shah@bdct.nhs.uk



Theme 3:

Continuing best practice

– Associate Educators/Assessors/completion, celebrations of achievement, shining the light on best practice

Healthcare Support Worker Mentors

Maggie Orr – HCA Development Nurse

Ryan Williams – HCSW Educator

Simone Hagi-Georgiou - HCSW

About CNWL

- Central and North West London NHS Foundation Trust provides services across London, Surrey and beyond
- We provide services throughout a person's life, covering community, sexual health, mental health, health and justice and addictions services
- We have more than 1,500 Healthcare Support Workers in our services
- All our new starter Healthcare Support Workers complete the Care Certificate unless they have already completed it, or hold a similar qualification

Why we wanted to train our HCSWs to mentor and assess

- Uptake of the Care Certificate is high in CNWL. Average of 25 per month joined the course in the last 12 months
- Everyone completes the E Learning over the 3 day taught programme
- The barrier to completion is the workplace assessment. We needed to improve access to good quality assessment and feedback
- We also wanted to provide better onboarding support to new recruits
- We knew our Healthcare Support Workers could help us achieve these outcomes

Other benefits

Raise the profile of the Care Certificate by involving more people in the learning process

Recognise the expertise of our healthcare support workers and promote shared ownership of their qualification

Improve practice by providing opportunities for teaching and peer learning

Enhance the quality of workplace assessment of the Care Certificate

Build a network of mentors who can support and contribute to support worker learning in the organisation

With the help of our mentors we have been able to provide 43 work experience cadet placements this year

What's involved in becoming a CNWL HCSW mentor

One day online training covering

- Qualities and skills of a mentor
- Role and boundaries of the role
- Learning needs
- Planning learning
- Choosing suitable learning experiences
- Understanding Care Certificate competencies
- Making assessment decisions
- Giving feedback

Mentors then join our register and are paired up with new starters or work experience students as they come into the organisation

Planned for 2024

- Continue to build the numbers. To date we have 105 HCSWs who have completed the training
- Quarterly CPD events for our mentors. The first is planned for March 24. We want to use these events as Care Certificate standardisation meetings. We also want to find out from our mentors how we can support and extend their role
- Four of our mentors are now trained National Numeracy Champions. We would like more

Meet one of the CNWL Mentors

- Simone Hagi-Georgiou works at St Pancras Rehabilitation Unit, Rochester West Ward
- Simone has completed the CNWL Mentor training and is now supporting one of our work experience Cadets



Care Certificate day 2023 HCSW Mentor and Cadet

by Simone Hagi-Georgiou

Why do I want to be a mentor?

- This is my first experience as a mentor. And I am happy that CNWL is giving this opportunity
- The mentor training has open my eyes, gave me ideas, courage and made me understand how to pass on my knowledge and skills to others
- At the end of her placement my cadet will be ready to work with confidence, new skills and knowledge as a HCSW
- I want to inspire other Healthcare Support Workers to do the same as a mentor in the CNWL Trust
- I want to give courage and skills to new people and to work with passion, competence and be happy at work

Being a mentor has giving me courage to speak to with other colleagues at my ward so they can be part of the cadet programme next year.

I want to encouraging other Healthcare Assistant to be a Mentor and take part of the Cadet Programme. The program will help so many other people to work in CNWL Trust.

My role as Mentor is to role model good practice

- I demonstrate the safety during patient personal care
- I demonstrate the awareness when patient are not well such as behaviour, body temperature, unpleasant body fluid and constipation
- I will demonstrate when to recognise when patients are in pain, discomfort, and how to take the appropriate action
- I will demonstrate to the cadet the ability to listen to patients and let each individual to express their wishes and feelings
- I will support her with all the skills as healthcare assistant and be able to be confident, calm, happy and proactive at work.
- I will demonstrate the importance on how to work together as a team.

My cadet will understand

Clinical skills

- Infection control and PPE, safeguarding, risk assessment, Duty of Care, personal care, handwash techniques, observations and documentation

Communication skills

- The ability to listen and have the appropriate verbal and non-verbal communication skills, patient bedside manner, ask for consent, able to communicate and understand when patient are frustrated and confused

Personal skills

- Advocating for patient, teamwork, leadership, friendly, caring, compassionate, respect patient privacy and dignity, understand and respect different cultures and beliefs.

What I want for my cadet

By the end of the cadet training, he or she will gain the experience of a Healthcare assistant and will understand patients beliefs, culture and different values. At the end of the Cadet Program my student will be ready and confident to apply for a job as a Healthcare Assistant at CNWL.

The Cadet Programme will be make a difference in young adult life. I am so happy for been part of this programme



***Treat people the way THEY
want to be treated!***

Closing Remarks

Dawn Grant & Rob Brooks

Thank You



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