

A photograph showing two healthcare professionals in a clinical setting. On the left, a man with a beard and short hair, wearing a white lab coat, is seen in profile, looking towards the right. On the right, a woman with dark hair pulled back, wearing a blue NHS uniform and a dark headband, is smiling and looking back at him. They are seated at a table with some medical equipment. The background shows a window with a view of a building. The text 'Developing support roles in North West London' is overlaid on the image in white, bold, sans-serif font, with each word on a separate orange rectangular background.

**Developing
support roles
in North West
London**

Around 14,000 people in North West London are employed in healthcare support roles such as pharmacy technicians, therapy assistants, receptionists, cooks and Health Care Assistants and many more in social care. More often than not such roles provide the majority of face-to-face patient and client contact time. They are essential to the delivery of high quality, safe and compassionate care.

This leaflet provides a summary of the new NHS support worker development policy including the Care Certificate.



The Care Certificate

From April 2015 all new NHS and social care staff providing direct support to patients and clients need to complete the Care Certificate. Examples of such roles include: Therapy Assistants, Maternity Support Workers and Nursing Assistants. Bank and agency staff also need to complete the Certificate. Other roles that have contact with patients such as receptionists or porters, but do not provide direct care may complete all or part of the Certificate but are not required to.

The aim of the Certificate is to ensure that all new support staff are taught and can demonstrate the right skills, knowledge, values and behaviours to provide high quality and compassionate care. Most staff will complete the Certificate within three months. It comprises a combination of learning and workplace assessment by an occupationally competent person. Staff need to remain in 'line of sight' supervision until completion of standards.

"As a Health Care Assistant I particularly enjoy my interaction with patients and families and my contribution to healthcare."

Cesar Nercua, HCA on the inpatient ward at The Royal Marsden Hospital



The Certificate comprises 15 standards:

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Work in a person centered way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disability
- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information
- Infection prevention and control

Further information and resources about the Certificate can be found at: www.skillsforhealth.org.uk/projects/item/24-care-certificate

The Cavendish Review can be found at www.gov.uk/government/publications/review-of-healthcare-assistants-and-support-workers-in-nhs-and-social-care

Implementing the Care Certificate in North West London

Health Education North West London (HENWL) has been working with healthcare employers and other stakeholders such as Clinical Commissioning Groups (CCGs) and education providers to prepare for implementation of the Certificate. This collaborative approach has produced a number of benefits including the sharing of experience and best practice.

“The Care Certificate is a major enabler to empowering our HCAs to deliver world class clinical care.”

**Theresa Murphy,
Director of Nursing,
The Hillingdon
Hospitals NHS
Foundation Trust**



“My new learning skills have empowered me to deliver an outstanding patient experience.”

**Emma Seaman, Support Worker,
Central North West London NHS
Foundation Trust (CNWL)**

E-learning and e-portfolio

Working with PremierIT and supported by HENWL, CNWL has developed an electronic platform, linked to their support worker induction training, to record progress through and completion of the Certificate. More generally the Trust is pioneering the use of e-learning for its support staff workforce:

"The Care Certificate, together with other initiatives, presents an opportunity to focus on this part of the workforce and has the potential to develop a culture of lifelong learning. The CNWL e-learning programme is designed to be accessible to support workers in all roles and at all skill levels. Facilitators offer individualised feedback on learning and the summative assessment is a personalised learning and development plan. There are opportunities for participants to learn from each other using a structured on-line learning forum. The course is made up of four modules which cover the fundamental understandings which underpin good care."

Maggie Orr, Healthcare Assistant Development Nurse, CNWL

HENWL, in partnership with employers, has developed a web-based toolkit to support implementation of the Certificate:

- A common work book
- Common principles and approaches to assessment
- Mapping guide
- Communication materials
- Quality assurance guidance

"Over the past year employers in North West London have been working together to make sure there is a consistent approach to delivering the Care Certificate for the benefit of patients and staff. This has resulted in new and exciting relationships between organisations and the opportunity to discuss ways to continually improve the delivery of care."

**Kathryn Jones, Deputy Director of Education and Quality,
HENWL**

For further information about HENWL's support for the Care Certificate, including the toolkit, visit www.nwl.hee.nhs.uk

Using the Care Certificate with pre-employment training

One of the strategic priorities of Talent for Care (below), via careers information, work experience, traineeships and other pre-employment strategies, is to attract more young people into NHS employment. At present only 0.35% of the NHS workforce are aged 16-19 years old. HENWL has been working with a range of partners including colleges, Communities Into Training and Employment (CITE) and The Prince's Trust to investigate whether elements of the Certificate can be taught on programmes prior to employment.

For more information on widening participation in the NHS see:

www.nw.hee.nhs.uk/our-work/widening-participation-incubator-project

Integrated working

The application of the Care Certificate across both health and social care has created additional opportunities to develop shared approaches, bringing the sectors together, for example by designing strategies to support smaller employers such as general practice and care homes.

"The collaborative development of the Care Certificate has enabled HENWL and Skills for Care to explore opportunities for integrated approaches to workforce development."

**Donna Bunce, Locality Manager (London and South East),
North West London, Skills for Care**

For further information contact Donna.Bunce@skillsforcare.org.uk

General practice

A significant number of general practices employ healthcare support workers. It is recognised that surgeries have considerably less capacity than hospitals to implement the Certificate. HENWL has been working with surgery based support workers, Practice Nurses, GPs, Practice Managers and others to provide capacity and capability. For further information please contact looblackburn@nhs.net

Talent for Care: national strategic framework to develop healthcare support roles



The Care Certificate provides support staff with a basis from which they can develop their careers. The NHS new support worker development strategy published in October 2014, called Talent for Care, sets out ten strategic priorities employers need to address:

1. Attract more young people into NHS employment and improve the diversity of the workforce
2. Increase work experience opportunities
3. Increase the number of NHS Ambassadors promoting NHS careers
4. NHS employers and contractors to implement a development programme for all support staff
5. Implementation of the Care Certificate and, in the future where required, the Higher Certificate
6. Double the number of apprenticeships by March 2016
7. Simplify career progression routes including into pre-registration employment
8. Agree with employers and education providers a universal acceptance of prior learning, vocational training and qualifications
9. Support talent development
10. Share information and spread good practice

Developing the support workforce is one of HENWL's strategic priorities. Local developments, in addition to the Care Certificate, include:

- Investment in new education and training programmes for support staff including end of life care, maternity support workers and therapy assistants
- Supporting the growth of apprenticeships in the sector including in general practice and across health and social care
- Supporting widening participation into pre-registration degree programmes
- Reviewing the demand for higher level support worker skills

For further information about Talent for Care visit: www.eoe.hee.nhs.uk/our-work/1to4

North West London Support Worker Skills Network – get involved!

Acute, specialist, community, mental health and general practice employers and other stakeholders in North West London meet on a quarterly basis to discuss support worker development, national policy and share good practice.

If you would like to be involved please contact **HSW@nwl.hee.nhs.uk**