

Level 3 End-point Assessment for ST0217/AP02 Senior Healthcare Support Worker (9043-22)

Skills and behaviours must be met to achieve a pass. Criteria that are not referenced within the Reflective Statement will need to form part of the Question and Answer session

Safely assisting registered healthcare professionals within their agreed scope of practice
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Completing a range of different tasks that have been allocated by a registered practitioner such as blood glucose monitoring, simple dressings, skin integrity assessments, venepuncture or cannulation, ECG. • Directly supporting registered practitioners such as supporting with complex dressings, exercise programmes, wound assessments. • Referring to the plan of care prior to completing clinical tasks. • Following trust procedures and protocols whilst completing clinical tasks.
Accurately gather client information
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Obtain client history • Review Care-plans
Treating people with dignity and following the principles for quality, diversity and inclusion
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • How following the principles for diversity and inclusion have been demonstrated. • Encouraging individuals to take responsibility for their own health and wellbeing. • Raising concerns where individual needs are not being met. • Advocating for those with limited mental capacity.
Taking a person centre approach when assisting
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Referring to individual's care plans, examples of identifying and meeting individual preferences. • Gaining consent in different ways. • Meeting the needs of individuals with limited capacity or mental health needs. • Advocating for those with limited mental capacity. • Supporting colleagues to meet the specific needs and preferences of individuals. • Working in partnership with the individual, their carer, families and the wider healthcare team
Responding appropriately to limitation in mental capacity
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Gaining consent in different ways • Advocating for those with limited mental capacity • Working in partnership with the individual, their carer, families and the wider healthcare team
Providing basic life support in a timely manner and in line with policy and procedures
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • How you have performed basic life support for individuals • How you have supported resuscitation

Adhering to health and safety legislation
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Wet floor signs • Trip hazards • Health & Safety Training attended • Reporting faulty equipment • Following Health & Safety Policies and procedures • Use of PPE
Safely moving individuals and equipment
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Use of moving and handling equipment such as hoists and slide sheets. • Supporting patient transfers. • Adjusting bed heights before supporting patients in bed. • Moving beds using steer function. • Moving equipment appropriately. • Picking up items correctly. • Supporting patients to mobilise. • Supporting others to follow good moving and handling procedures.
Applying infection prevention and control techniques in line with policy and procedures
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Following good handwashing procedures. • Select, use and dispose of correct PPE for task • Supporting patients in isolation and meeting specific infection control procedures. • Cleaning equipment before and after patient use. • Disposal of different items such as clinical waste, sharps, body waste, household waste. • Cleaning up spillages following organisational procedures. • Supporting others in maintaining infection prevention and control procedures.
Using a range of communicating methods appropriate to the individual and situation
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Different communication methods used • Adapting levels of communication to meet needs of the recipient e.g. individuals, their family, carers and other healthcare practitioners • Overcoming barriers to communication such as hearing impairment • Reporting and recording information to the appropriate individual, such as changes in condition, information given from the patient such as pain scores • Observing and recording changes in body language such as visible signs an individual is in pain and discomfort
Collecting and storing information and data in line with policy and procedures
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Following good practice in maintaining records – date, time, signing, accuracy, concise. • Ranges of records completed linking to local and national policies such as NEWS2, MUST, Skin integrity assessment tools etc • Safe storage of information • Reporting and recording information
Working effectively as part of a team
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Working as part of the multidisciplinary team • Examples of supporting other team members with tasks and activities • Supporting new or more junior members of the team to develop good practices

Safely assisting registered nurses with nursing tasks determined by their local work setting

Suggestions of skills and behaviours that could be included in your statement:

- Completing a range of different tasks that have been allocated by a registered practitioner such as blood glucose monitoring, simple dressings, skin integrity assessments, venepuncture or cannulation, ECG.
- Directly supporting registered practitioners such as supporting with complex dressings, exercise programmes, wound assessments.
- Referring to the plan of care prior to completing clinical tasks.
- Following trust procedures and protocols whilst completing clinical tasks.

Accurately and safely undertaking physiological measurements on individuals

Suggestions of skills and behaviours that could be included in your statement:

- Body temperature, height, weight, blood pressure, pulse, urinary output, breathing rate, oxygen saturation and blood sugar levels or other clinical tasks determined by local work setting.
- Accurately record measurements taken

Contributing to discharge in line with local policy and procedures

Suggestions of skills and behaviours that could be included in your statement:

- Discharge process
- Availability and services offered by the extended health and social care system

Managing equipment and stock in line with local policy and procedures

Suggestions of skills and behaviours that could be included in your statement:

- First line calibration on clinical equipment
- Manage stock control
- Re-stocking areas with PPE/wipes etc

Proactively encouraging and supporting adults and their carers to take responsibility for their own health and wellbeing

Suggestions of skills and behaviours that could be included in your statement:

- Encouraging Individuals to take responsibility for their own health and wellbeing
- Continuing recommended therapies
- Advise and inform adults on managing their own condition
- Advise individuals on Nutrition and dehydration

Supporting adults with their everyday tasks (for example drinking, dressing, washing appropriate to the needs of the individual).

Suggestions of skills and behaviours that could be included in your statement:

- Support or enable adults to eat and drink
- Support or enable adults to wash and dress and use the toilet
- Support adults to be mobile, rest, sleep, keep safe or express their sexuality
- Continuing recommended therapies