

| APPRENTICESHIP STANDARD FOR HEALTHCARE SUPPORT WORKER  | Level 2 Certificate in Clinical Skills (3051-02)   | Topic not explicitly covered |
|--|--|------------------------------|
| <b>1. Communication</b>  | <b>Unit 202 Communication and handling of information in health and care settings</b>            |                              |
| Skills (Show it)   |  |                              |
| 1S(1) communicate effectively with individuals, their families, carers and healthcare practitioners using a range of techniques, keeping information confidential  | Implicit in Outcome 1&2 but not assessed in practice as learners complete a synoptic assessment. |                              |
| 1S(2) handle information (record, report and store information) related to individuals in line with local and national policies  | Implicit in Outcome 1&2 but not assessed in practice as learners complete a synoptic assessment  |                              |
| Knowledge and Understanding (Know it)  |  |                              |
| 1K(1) why it is important to communicate effectively at work; how to communicate with individuals that have specific language needs or wishes; ways to make yourself understood; how to reduce problems with communication;                        | Outcome 1 & 2  |                              |
| 1K(2) legislation, policies and local ways of working about handling information; how to keep information confidential; why it is important to record and store patient information securely and what to do if you think information is not secure | Outcome 3 & 4  |                              |
| <b>2. Health intervention</b>  | <b>Unit 220 Carry out personal hygiene for individuals unable to care for themselves</b>         |                              |
| Skills (Show it)   | <b>Unit 210 Support individuals to eat and drink</b>   |                              |
|  | <b>Unit 212 Understanding end of life care</b>   |                              |
|  | <b>Unit 203 Understanding long-term health conditions</b>  |                              |
| 2S(1) support individuals with long term conditions, frailty and end of life6 care   | Unit 212 Outcome 2,3,4,5 and Unit 203 Outcome 1,2,3,4,5  |                              |
| 2S(2) identify and respond to signs of pain or discomfort  | Unit 206 outcome 1 and 3 partial   |                              |
| 2S(3) promote physical health and wellbeing of individuals   | Unit 203 outcome 3,4,5   |                              |
| 2S(4) assist with an individuals' overall comfort and wellbeing  | Unit 203 outcome 3,4,5   |                              |
| 2S(5) support individuals with activities of daily living7   | Unit 210 Outcome 1, 2,3,4,<br>Unit 220 Outcome 1,2,3,4,5,6,7                                     |                              |
| 2S(6) recognise deteriorations in health, long term conditions, physiological measurements, skin integrity and report appropriately  | Unit 206 outcome 1 ,2,3 ; Unit 207 outcome 1,2,3   |                              |
| 2S(7) report any changes in physical health needs as appropriate   | Unit 206 outcome 1 ,2,3 ;Unit 207 outcome 1,2,3  |                              |

|   |   |  |
|---|---|--|
|   |   |  |
| Knowledge and Understanding (Know it)   |   |  |
|   |   |  |
| 2K(1)how to do routine clinical tasks (eg check blood pressure, temperature, weight etc) delegated from a registered nurse or other healthcare professional   | Unit 206 Outcome 1,2,3;Unit 207 outcome 1,2,3   |  |
|   |   |  |
| 2K(2)the signs and symptoms of a person who is experiencing pain or discomfort  | Implicit in Unit 203 outcome 3,4,5  | pain or discomfort not explicitly covered      |
|   |   |  |
| 2K(3)how to promote a person's physical health and wellbeing  | Unit 203 outcome 3,4,5  |  |
|   |   |  |
| 2K(4) how to support a person's comfort and wellbeing   | Unit 212 Outcome 2,3,4,5 and Unit 203 Outcome 1,2   |  |
|   |   |  |
| 2K(5)the importance of hydration, nutrition and food safety   | Unit 210 Outcome 1, 2,3,4,  |  |
|   |   |  |
| 2K(6)what the activities of daily living are and which ones you are expected to support in your role  | Implicit in Unit 203 outcome 3,4,5  | ADL not explicitly covered                     |
|   |   |  |
| 2K(7)the signs of a person whose health and wellbeing is deteriorating; and how to report changes and deterioration   | Unit 212 Outcome 1, 2,3,4,5 and Unit 203 Outcome 1,2,3,4,5 Unit 206 outcome 2;Unit 207 outcome 1,2,3    |  |
|   |   |  |
| 2.1 Person centred care and support   | Unit 201 Roles, responsibilities and values in health and care practice                                 |  |
|   |   |  |
| Skills (Show it)  |   |  |
|   |   |  |
| 2.1S(1)demonstrate what it means in practice to provide person centred care and support   | Implicit in Unit 201 Outcome 5 but not assessed in practice as learners complete a synoptic assessment. |  |
|   |   |  |
| Knowledge and Understanding (Know it)   |   |  |
|   |   |  |
| 2.1K(1)what it means to give 'person centred care and support'; why it is important to get consent, even when it is difficult; why it is important to get people actively involved in their own care; why it is important to give people choices about their care; and why treating people as valuable and unique individuals makes a big difference in how they feel | Unit 201 Outcome 5  |  |
|   |   |  |
| 2.2 Dementia, cognitive issues, mental health   | Unit 213 Dementia awareness   | Cognitive issues and mental health not covered |
|   |   |  |
| Skills (Show it)  |   |  |
|   |   |  |
| 2.2S(1)promote mental health and wellbeing  | Outcome 1 and 2 only in relation to dementia  |  |
|   |   |  |
| 2.2S(2)recognise limitations in mental capacity and respond appropriately   | Outcome 3&4 only in relation to dementia  |  |

|   |  |                              |
|---|--|------------------------------|
| 2.2S(3)recognise and respond to signs of poor mental health for example dementia, depression, anxiety or other cognitive issues   | Outcome 1 and 2 but only in relation to dementia   | Not fully covered            |
| 2.2S(4)recognise and report any deterioration in an individual's mental health  | Outcome 1 and 2 but only in relation to dementia and partially   | Not fully covered            |
| Knowledge and Understanding (Know it)   |  |                              |
| 2.2K(1)the main forms of mental ill health and their impact on people's lives; and how to promote mental health and wellbeing   |  | Only in relation to dementia |
| 2.2K(2) the possible signs of limitations in mental capacity and what to do when you notice them  | Outcome 3&4 only in relation to dementia   |                              |
| 2.2K(3) the possible signs of mental health, dementia and learning disability in people ; why depression, delirium and the normal ageing process may be mistaken for dementia; the importance of early diagnosis in relation to dementia and other cognitive issues | Outcome 1 and 2 only in relation to dementia   | Not fully covered            |
| 2.2K(4)how to report changes or deterioration   | Outcome 3&4 only in relation to dementia   |                              |
| 2.3 Basic life support  |  | 2.3 Basic life support       |
| Skills (Show it)  |  |                              |
| 2.3S(1)perform basic life support for individuals using appropriate resuscitation techniques and equipment  |  | Not covered                  |
| Knowledge and Understanding (Know it)   |  |                              |
| 2.3K(1)how to perform basic life support  |  | Not covered                  |
| 2.4 Physiological measurements  | Unit 207 Undertaking physiological measurements in health and care settings<br>Unit 206 Contribute to monitoring the health of individuals affected by health conditions in health and care settings |                              |
| Skills (Show it)  |  |                              |
| 2.4S(1)undertake a range of physiological measurements using the appropriate equipment including height, weight, temperature, pulse, breathing rate and blood pressure  | 206 LO1,2,3 and 207 LO1,2,3  |                              |
| Knowledge and Understanding (Know it)   |  |                              |

|  |   |                                       |
|--|---|---------------------------------------|
| 2.4K(1)the range of physiological states that can be measured including body temperature, weight, height, blood pressure, pulse and breathing rate   | 206 LO1,2,3 and 207 LO1,2,3   |                                       |
| 2.4K(2)the normal range of physiological measurements  | 206 LO1,2,3 and 207 LO1,2,3   |                                       |
| <b>3. Personal and people development</b>  | <b>Unit 201 Roles, responsibilities and values in health and care practice</b>  |                                       |
| Skills (Show it)   |   |                                       |
| 3S(1)take responsibility for, prioritise and reflect on your own actions and work  |   | Not fully covered                     |
| 3S(2) work as part of a team, seeking help and guidance when you are not sure  | Outcome 3 implicit but not assessed as learners complete a synoptic assessment. |                                       |
| maintain evidence of your personal development and actively prepare for and participate in appraisal   |   | Not fully covered                     |
| Knowledge and Understanding (Know it)  |   |                                       |
| 3K(1)your role and the responsibilities and duties of your job; why it is important to work in ways that have been agreed by your employer and to follow standards/codes of conduct;             | Outcome1&2  |                                       |
| 3K(2)working relationships and the importance of working well with other people; who or where to go for help and support about anything related to your work                                     | Outcome 3   |                                       |
| 3K(3)the importance of personal development and how to reflect on your work ; how to create a personal development plan  |   | Not fully covered                     |
| <b>4. Health, safety and security</b>  |   | <b>4. Health, safety and security</b> |
| Skills (Show it)   |   |                                       |
| 4S(1)maintain a safe and healthy working environment   |   | Not covered                           |
| 4S(2) take appropriate action in response to incidents or emergencies following local guidelines   |   | Not covered                           |
| Knowledge and Understanding (Know it)  |   |                                       |
| 4K(1)legislation, policies and local ways of working which relate to health and safety at work; your responsibilities, and the responsibilities of others, relating to health and safety at work |   | Not covered                           |

|  |  |                      |
|--|--|----------------------|
| 4K(2)what to do in situations that could cause harm to themselves and others; how to handle hazardous materials and substances; and what to do when there is an accident or sudden illness                                 |  | Not covered          |
| 4.1 Duty of Care   | <b>Unit 201 Roles, responsibilities and values in health and care practice</b>             |                      |
| Skills (Show it)   |  |                      |
| 4.1S(1)follow the principles for implementing a duty of care, always acting in the best interest of individuals to ensure they do not come to harm   | Outcome 1  |                      |
| Knowledge and Understanding (Know it)  |  |                      |
| 4.1K(1)the meaning of ‘duty of care’ and why it is important; what support is available when you come across a difficult situation or when someone makes a complaint   | Outcome 1&2  | Not about complaints |
| 4.2 Safeguarding   | <b>Unit 204 Principles of safeguarding in health and care settings</b>                     |                      |
| Skills (Show it)   |  |                      |
| 4.2S(1)follow the principles of safeguarding and protection  | Outcomes 1-5 implicit but not assessed as learners complete a synoptic assessment.         |                      |
| Knowledge and Understanding (Know it)  |  |                      |
| 4.2K(1)legislation, policies and local ways of working about ‘safeguarding’ and protection from abuse ; the signs of abuse and what to do if you suspect abuse; and how to reduce the chances of abuse as much as possible | Outcomes 1,2,3,4,5   |                      |
| 4.3 Infection prevention and control   | <b>Unit 205 Principles of infection prevention and control in health and care settings</b> |                      |
| Skills (Show it)   |  |                      |
| 4.3S(1)use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE)  | Outcomes 1-4   |                      |
| Knowledge and Understanding (Know it)  |  |                      |

|  |  |   |
|--|--|---|
| 4.3K(1)legislation, policies and local ways of working that help to prevent infection; the meaning of 'risk' and 'risk assessment'; the importance of good personal hygiene and hand washing ; how to select the right PPE (such as gloves, aprons and masks); how infections start and spread; the importance of cleaning, disinfecting and maintaining a clean workplace to reduce the risk and spread of infection; and the meaning of 'antimicrobial resistance' | Outcomes 1,2,3,4   |   |
| 4.4 Moving and handling  | Unit 218 Move and position individuals in accordance with their plan of care |   |
| Skills (Show it)   |  |   |
| 4.4S(1)move and position individuals, equipment and other items safely   | Outcomes 4,5   |   |
| Knowledge and Understanding (Know it)  |  |   |
| 4.4K(1)why people and objects need to be moved safely; how to move and position people safely; how to move and handle equipment and other objects safely; agreed ways of working when moving people and know how to identify any risks   | Outcomes 1,2,3   |   |
| 5. Equality and diversity  |  | 5. Equality and diversity   |
| Skills (Show it)   |  |   |
| 5S(1)follow the principles of equality, diversity and inclusion  |  | Not covered although would expect to be implicit within all units |
| Knowledge and Understanding (Know it)  |  |   |
| 5K(1)equality and diversity legislation, policies and local ways of working; why equality is important and how discrimination can happen at work   |  | Not covered although would expect to be implicit within all units |
| 6. Values  | Unit 201 Roles, responsibilities and values in health and care practice      |   |
| You will be caring and compassionate; honest; conscientious and committed  | Outcome 2  |   |
| 7. Beliefs   |  |   |
| You will treat people with dignity, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences; show respect and empathy for those you work with; have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent; show discretion; show resilience and self-awareness  | Outcome 2  |   |