

## Level 2 End-point Assessment for ST0216/AP01 Healthcare Support Worker (9041-12)

Skills and behaviours in **bold** must be met to achieve a pass. Other criteria that are not referenced with the Reflective Statement will need to form part of the Question and Answer session with the Independent End-point Assessor.

<p><b>Communicated effectively with individuals</b>, their families, carers and healthcare practitioners using a range of techniques, <b>keeping information confidential</b>.</p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Different communication methods used</li> <li>• Adapting levels of communication to meet needs of the recipient. Eg individuals, their family, carers and other healthcare practitioners.</li> <li>• Overcoming barriers to communication such as hearing impairment.</li> <li>• Maintaining confidentiality of verbal, written and electronic information</li> </ul>
<p><b>Handled information</b> (record, report and store information) related to individuals <b>in line with local and national policies</b>.</p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Verbally reporting information to the appropriate individual, such as changes in condition.</li> <li>• Ranges of records completed linking to local and national policies such as NEWS2, MUST, Skin integrity assessment tools etc.</li> <li>• Daily records eg fluid balance.</li> <li>• Following good practice in maintaining records – date, time, signing, accuracy, concise.</li> <li>• Safe storage of information.</li> </ul>
<p><b>Demonstrated person centred care and support</b>.</p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Referring to individual's care plans, examples of identifying and meeting individual preferences.</li> <li>• Supporting with activities of daily living, encouraging active participation, use of adapted equipment to support active participation.</li> <li>• Gaining consent in different ways.</li> <li>• Meeting the needs of individuals with limited capacity or mental health needs.</li> </ul>
<p><b>Treated people with dignity</b>, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences.</p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• How patient dignity and privacy is maintained.</li> <li>• How you have respected individuality, diversity, differing culture, values and beliefs.</li> </ul>
<p><b>Shown respect and empathy for those they work with</b>; have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent.</p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• How colleagues have been supported both within and outside of the team. Such as supporting colleagues when own tasks have been completed. Supporting new colleagues in the department/ward. Supporting others if they are having difficulty.</li> <li>• Examples of having to adapt, such as supporting another area due to staff shortages, changing a routine to meet an individual's needs. Being consistent in practices and approach.</li> <li>• Example of speaking up either about the practices of an individual or about practices within the department/ward</li> </ul>

<b>.Shown discretion and self-awareness.</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• How awareness of own behaviours on others such as supporting patients and families at end of life is demonstrated.</li> <li>• Managing concerns and complaints.</li> <li>• Declining to give patient information to those who do not need to know / or referring them to a senior colleague who is more able to give the information.</li> <li>• Tone and volume of voice in discussing personal or sensitive issues with patients.</li> <li>• Supporting distressed patients or others.</li> </ul>
<b>Worked as part of a team, seeking help and guidance when they are not sure.</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Example of working as a part of the multidisciplinary team.</li> <li>• Examples of supporting other team members with tasks and activities.</li> <li>• Examples of actively seeking support and guidance from a more senior colleague when unsure (such as changes in a patient's health or wellbeing).</li> </ul>
<b>Maintained a safe and healthy working environment.</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Removing hazards. Reporting faulty equipment.</li> <li>• Checking identity of visitors to the ward/department.</li> <li>• Re-stocking areas with PPE/ wipes etc.</li> <li>• Ensuring walkways are clear.</li> <li>• Clearing up spillages appropriately.</li> </ul>
<b>Used a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE).</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Following good handwashing procedures.</li> <li>• Select, use and dispose of correct PPE for task</li> <li>• Supporting patients in isolation and meeting specific infection control procedures.</li> <li>• Cleaning equipment before and after patient use.</li> <li>• Disposal of different items such as clinical waste, sharps, body waste, household waste.</li> </ul>
<b>Moved and positioned individuals, equipment and other items safely.</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Use of moving and handling equipment such as hoists and slide sheets.</li> <li>• Supporting patient transfers.</li> <li>• Adjusting bed heights before supporting patients in bed.</li> <li>• Moving beds using steer function.</li> <li>• Moving equipment appropriately.</li> <li>• Picking up items correctly.</li> <li>• Supporting patients to mobilise.</li> </ul>