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.

**Communicated effectively with individuals**, their families, carers and healthcare practitioners using a range of techniques, **keeping information confidential**.

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

- Different communication methods used
- Adapting levels of communication to meet needs of the recipient. Eg individuals, their family, carers and other healthcare practitioners.
- Overcoming barriers to communication such as hearing impairment.
- Maintaining confidentiality of verbal, written and electronic information

**Handled information** (record, report and store information) related to individuals **in line with local and national policies**.

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

- Verbally reporting information to the appropriate individual, such as changes in condition.
- Ranges of records completed linking to local and national policies such as NEWS2, MUST, Skin integrity assessment tools etc.
- Daily records eg fluid balance.
- Following good practice in maintaining records – date, time, signing, accuracy, concise.
- Safe storage of information.

**Demonstrated person centred care and support.**

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

- Referring to individual's care plans, examples of identifying and meeting individual preferences.
- Supporting with activities of daily living, encouraging active participation, use of adapted equipment to support active participation.
- Gaining consent in different ways.
- Meeting the needs of individuals with limited capacity or mental health needs.

**Treated people with dignity**, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences.

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

- How patient dignity and privacy is maintained.
- How you have respected individuality, diversity, differing culture, values and beliefs.

**Shown respect and empathy for those they work with;** have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent.

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

- 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.
- 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.
- Example of speaking up either about the practices of an individual or about practices within the department/ward.
**Shown discretion and self-awareness.**

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

- How awareness of own behaviours on others such as supporting patients and families at end of life is demonstrated.
- Managing concerns and complaints.
- 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.
- Tone and volume of voice in discussing personal or sensitive issues with patients.
- Supporting distressed patients or others.

**Worked as part of a team, seeking help and guidance when they are not sure.**

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

- Example of working as a part of the multidisciplinary team.
- Examples of supporting other team members with tasks and activities.
- Examples of actively seeking support and guidance from a more senior colleague when unsure (such as changes in a patient's health or wellbeing).

**Maintained a safe and healthy working environment.**

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

- Removing hazards. Reporting faulty equipment.
- Checking identity of visitors to the ward/department.
- Re-stocking areas with PPE/ wipes etc.
- Ensuring walkways are clear.
- Clearing up spillages appropriately.

**Used a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE).**

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

- 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.

**Moved and positioned individuals, equipment and other items safely.**

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

- 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.