

Level 3 End-point Assessment for ST0217/AP01 Senior Healthcare Support Worker (9043-12)

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

Treat people with dignity , respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • How the patient's dignity and privacy is maintained. • How you have respected individuality, diversity, differing culture, values and beliefs.
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
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • How colleagues both within and outside of their team have been supported. 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
Show discretion , show resilience and self-awareness
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • How you demonstrate awareness of her behaviours on others such as supporting patients and families at end of life. • 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. • Maintaining a positive attitude in challenging times. • Accepting developmental feedback and actively using this to develop own practice.
Assist registered healthcare practitioners with clinical tasks , working to best practice and following care plans
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 a range of clinical tasks. • Following trust procedures and protocols whilst completing a range of clinical tasks.
Communicate effectively with individuals using a range of techniques, observe and record verbal and non-verbal feedback
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Different communication methods used, verbal and non-verbal • 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

<ul style="list-style-type: none"> • 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 visual signs an individual is in pain and discomfort • Ranges of records completed linking to local and national policies such as NEWS2, MUST, Skin integrity assessment tools etc. • Following good practice in maintaining records – date, time, signing, accuracy, concise. • Safe storage of information
Follow principles for equality, diversity and inclusion
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • How respecting individuality, diversity, differing culture, values and beliefs have been demonstrated. • Examples of encouraging active participation by individuals in activities of daily living. • 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.
Demonstrate what it means in practice to promote and provide person centred care and support
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. • Supporting with developing and maintaining 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. • Recognising and responding appropriately where individuals have limited mental capacity. • Examples of working in partnership with individuals, their carer/families and colleagues to meet the specific needs and preferences of individuals.
Work as part of a team, seek help and guidance when you are not sure
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Examples 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). • Supporting new or more junior members of the team to develop good practices.
Maintain a safe and healthy working environment
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> • Removing hazards. Reporting faulty equipment. • Checking identity of visitors to the ward/department. • Re-stocking areas with PPE/ wipes etc. • Ensuring walkways are clear. • Supporting others to maintain a safe and healthy work environment. • Identifying where improvements to safety could be made. • Supporting with health and safety audits, and risk assessments.
Move and position individuals, equipment and other items safely
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.

Use a range of techniques for infection prevention and control appropriate to the task undertaken, e.g. waste, management, spillage, hand washing, 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.
- Cleaning up spillages following organisational procedures.
- Supporting others in maintaining infection prevention and control procedures.