

## Level 5 End-point Assessment for ST0215/AP01 Healthcare Assistant Practitioner (9576-12)

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.

### **Communicate complex sensitive information through a variety of methods.**

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

- Communicate complex sensitive information to a wide variety of professionals
- Demonstrate and promote effective communication using a range of techniques, verbal and non-verbal
- Use a variety of methods when communicating eg. interpersonal skills, written and verbal effectiveness, accurate record keeping
- Reduce barriers to communication
- Follow good practice in maintaining records-date, time, signing, accuracy, concise.
- Safe storage of information
- Respond to complaints
- Manage difficult situations

### **Manage information, keeping accurate records and ensuring confidentiality**

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

- Follow good practice in maintaining records -date, time, signing, accuracy, concise.
- Ranges of records completed (relevant to the role), linking to local and national policies eg. NEWS2, MUST, Skin integrity assessment tools etc
- Safe storage of information
- Keep information confidential and promote the same to others, (record, report and store) in line with local policy
- Appropriate use of technology suitable for the role including data entry
- Contribute to or participate in audit processes

**Use and promote a range of techniques to prevent the spread of infection** including hand hygiene, the use of Personal Protective Equipment (PPE) and waste management.

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
- Support patients in isolation and meet specific infection control procedures.
- Clean equipment before and after patient use.
- Correct disposal of different items such as clinical waste, sharps, body waste, household waste.
- Clean up spillages following organisational procedures.
- Promote infection prevention and control procedures and support others in maintaining best practice

### **Promote and maintain a safe and healthy working environment.**

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

- Remove hazards. Report faulty equipment.
- Check identity of visitors to the ward/department
- Monitor and re-stock areas as appropriate
- Ensure walkways are clear.

- Promote health and safety within the scope of role and support others to maintain a safe and healthy work environment.
- Identify where improvements to safety could be made.
- Support and participate in health and safety audits.
- Act within the limits of their own competence and authority and those they supervise
- Adhere to agreed ways of working
- Take appropriate action in response to incidents or emergencies
- Move and position individuals, equipment and other safely

#### **Identify and manage risks**

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

- Identify and manage risks in accordance with agreed ways of working
- Understands the nature of risk as it applies to the safeguarding of vulnerable individuals.
- Undertake different risk assessments eg, tissue viability, MUST, moving and handling etc

#### **Demonstrate and promote what it means in practice to provide person centred care and support**

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

- Provide holistic assessment of individuals
- Implement programmes of care
- Modify individualised care plans within the scope of their role
- Provide and promote a Person-Centred approach: promote independence, respect individuality and rights, promote choice and partnership and respect privacy and dignity
- Gaining consent in different ways
- Carry out risk assessments relevant to role
- Promote clinical effectiveness and safety
- Support colleagues to ensure the needs and preferences of individuals are met
- Advocate for those with reduced capacity

#### **Treat 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:

- Respect individuality, diversity, differing culture, values and beliefs, promote inclusion
- Encourage active participation by individuals in activities of daily living.
- Empower individuals and encourage them to take responsibility for their own health and wellbeing.
- Raise and respond to concerns where individual needs are not being met.
- Advocate for individuals with limited mental capacity.
- Promote effective health promotion relevant to individual need/health condition
- Promote healthy lifestyles eg. increased mobility, nutrition and fluids etc
- Implement duty of care and candour
- Safeguard and protect adults and children; Promote the principles to others

#### **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:

- Support colleagues both within and outside of their team eg. supporting colleagues when own tasks have been completed, supporting new colleagues in the department/ward and 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.

<ul style="list-style-type: none"> <li>• Examples of speaking up and challenging the practices of others</li> <li>• Manage own workload and caseload in a timely and reliable manner</li> <li>• Implement programmes of care in line with current evidence, adhering to agreed ways of working</li> <li>• Act upon changes to an individual's health and care needs and liaising with the appropriate health care professional</li> <li>• Support other staff in their professional development eg. mentor, supervise, teach etc</li> </ul>
<p><b>Show discretion and self-awareness</b></p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Awareness of their behaviours on others, eg. supporting patients and families at end of life.</li> <li>• Manage concerns and complaints with professionalism and compassion</li> <li>• Decline to give patient information to those who do not need to know / or refer them to their registered practitioner who is more able to give the information.</li> <li>• Recognise the tone and volume of their voice in discussing personal or sensitive issues with patients.</li> <li>• Support for distressed patients or others, including colleagues.</li> <li>• Maintain a positive attitude in challenging times.</li> <li>• Accept and provide developmental feedback and actively using this to inform future practice</li> </ul>
<p><b>Promote effective inter-professional and multi-disciplinary team working</b> with peers, colleagues and staff from other agencies</p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Provide appropriate leadership within the scope of their role.</li> <li>• Engage in effective communication with members of the inter-professional and multi-disciplinary team, including referrals</li> <li>• Take responsibility for, prioritise and reflect on their own actions, work and performance</li> <li>• Seek opportunities to maintain and further develop their own skills and knowledge</li> <li>• Participate in appraisal and supervision</li> <li>• Work as part of a team,</li> <li>• Seek help and guidance when you are not sure,</li> <li>• Escalate concerns in a timely manner to the correct person</li> <li>• Support or supervise colleagues as required,</li> <li>• Delegate well-defined tasks appropriately</li> <li>• Act as a role model</li> <li>• Deliver training through demonstration and instruction</li> </ul>
<p><b>Provide appropriate leadership within the scope of the role</b></p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Delegate and allocate well-defined tasks appropriately to other staff</li> <li>• Support the development of others</li> <li>• Supervise, teach, mentor or assess other staff as required</li> <li>• Provide developmental feedback to other staff</li> <li>• Motivate and encourage others during challenging situations</li> <li>• Remain positive and value the opinions of others</li> <li>• Demonstrate autonomy and responsibility for own actions</li> </ul>
<p><b>Undertake defined clinical or therapeutic interventions appropriately delegated by a Registered Practitioner</b></p>
<p>Suggestions of skills and behaviours that could be included in your statement:</p>
<ul style="list-style-type: none"> <li>• Undertake physiological measurements as part of an assessment of an individual's healthcare status</li> </ul>

- Evaluate care plans and make appropriate recommendations
- Report and record any changes to the registered practitioner when the nature of the change falls outside the agreed scope of role
- Complete/assist with tissue viability risk assessment
- Wound care
- Obtaining various samples
- Frailty and end of life care
- Support and coordinate discharge arrangements
- Monitor and maintain a safe environment eg. in operating theatre
- Perform duties related to surgical scrub role/ assist in anaesthetic and recovery area
- Support people to receive medication or non-oral treatments and monitor the effects of medication
- Care for stomas
- Take ECGs, venepuncture and cannulation
- Care for individuals with catheters, nasogastric tubes and other invasive equipment
- Carry out screening activities e.g. hearing or vision
- Monitor swallowing, prepare or carry out extended feeding techniques.

<b>Adhering to health and safety legislation</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Wet floor signs</li> <li>• Trip hazards</li> <li>• Health &amp; Safety Training attended</li> <li>• Reporting faulty equipment</li> <li>• Following Health &amp; Safety Policies and procedures</li> <li>• Use of PPE</li> </ul>
<b>Safely moving individuals and equipment</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> <li>• Supporting others to follow good moving and handling procedures.</li> </ul>
<b>Applying infection prevention and control techniques in line with policy and procedures</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> <li>• Cleaning up spillages following organisational procedures.</li> <li>• Supporting others in maintaining infection prevention and control procedures.</li> </ul>
<b>Using a range of communicating methods appropriate to the individual and situation</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Different communication methods used</li> <li>• Adapting levels of communication to meet needs of the recipient e.g. individuals, their family, carers and other healthcare practitioners</li> <li>• Overcoming barriers to communication such as hearing impairment</li> <li>• Reporting and recording information to the appropriate individual, such as changes in condition, information given from the patient such as pain scores</li> <li>• Observing and recording changes in body language such as visible signs an individual is in pain and discomfort</li> </ul>
<b>Collecting and storing information and data in line with policy and procedures</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Following good practice in maintaining records – date, time, signing, accuracy, concise.</li> <li>• Ranges of records completed linking to local and national policies such as NEWS2, MUST, Skin integrity assessment tools etc</li> <li>• Safe storage of information</li> <li>• Reporting and recording information</li> </ul>
<b>Working effectively as part of a team</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Working as part of the multidisciplinary team</li> <li>• Examples of supporting other team members with tasks and activities</li> <li>• Supporting new or more junior members of the team to develop good practices</li> </ul>

<b>Safely assisting registered nurses with nursing tasks determined by their local work setting</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Directly supporting registered practitioners such as supporting with complex dressings, exercise programmes, wound assessments.</li> <li>• Referring to the plan of care prior to completing clinical tasks.</li> <li>• Following trust procedures and protocols whilst completing clinical tasks.</li> </ul>
<b>Accurately and safely undertaking physiological measurements on individuals</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Accurately record measurements taken</li> </ul>
<b>Contributing to discharge in line with local policy and procedures</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Discharge process</li> <li>• Availability and services offered by the extended health and social care system</li> </ul>
<b>Managing equipment and stock in line with local policy and procedures</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• First line calibration on clinical equipment</li> <li>• Manage stock control</li> <li>• Re-stocking areas with PPE/wipes etc</li> </ul>
<b>Proactively encouraging and supporting adults and their carers to take responsibility for their own health and wellbeing</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Encouraging Individuals to take responsibility for their own health and wellbeing</li> <li>• Continuing recommended therapies</li> <li>• Advise and inform adults on managing their own condition</li> <li>• Advise individuals on Nutrition and dehydration</li> </ul>
<b>Supporting adults with their everyday tasks (for example drinking, dressing, washing appropriate to the needs of the individual).</b>
Suggestions of skills and behaviours that could be included in your statement:
<ul style="list-style-type: none"> <li>• Support or enable adults to eat and drink</li> <li>• Support or enable adults to wash and dress and use the toilet</li> <li>• Support adults to be mobile, rest, sleep, keep safe or express their sexuality</li> <li>• Continuing recommended therapies</li> </ul>