



**Sussex Community**  
NHS Foundation Trust

# Health Care Support Worker New to NHS Project

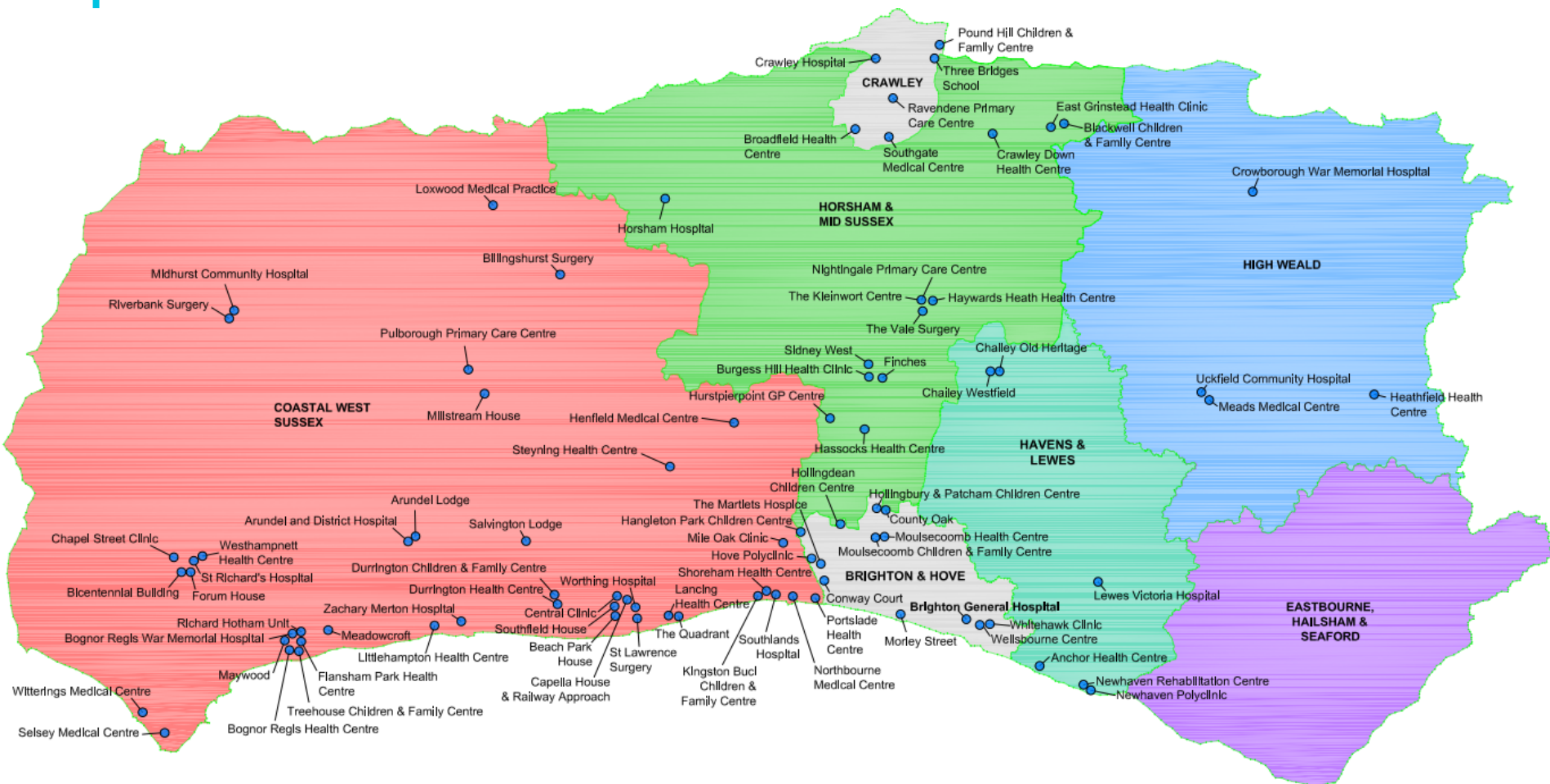
December 2023

Julia Fairhall- Assistant Director Of Nursing



*Excellent care at the heart of the community*

# Our Trust



- Sussex community trust provides care across the whole of Sussex and within that we have 11 community hospitals which are widespread across the geography of Sussex

# NHSE HCSW Programme

- The healthcare support worker programme was launched in September 2019 to support NHS trusts to increase their HCSW recruitment, minimise vacancies, avoid reliance on temporary staff and so provide greater continuity of care for patients, and to support more people to progress into nursing and midwifery roles in the future.
- Reducing and maintaining minimal HCSW vacancy rates is essential to supporting the NHS' recovery from COVID-19 and the delivery of the [NHS Long Term Plan](#). The [2021/2022 NHS priorities and operational planning guidance](#) sets out the steps we need to take to sustainably increase the size of our workforce in line with the measures set out in the NHS Long Term Plan.
- As NHS health systems there needed to be a focus to increase recruitment of healthcare support workers
- The programme's ambition was to recruit people wishing to start a career in the NHS from outside health and care sectors. It has focussed on encouraging people, at all stages of their working lives, who have transferable skills and experiences to apply for HCSW roles.

# Programme Priorities

## National recruitment campaign

## Enhanced induction for new HCSWs

- In partnership with Health Education England and e-Learning for Healthcare, a new [‘accelerated’ Care Certificate](#) is available to new HCSWs.
- The Care Certificate is a set of 15 standards and competencies, which people who are new to health and care must demonstrate to make sure they have the necessary skills to deliver high-quality care. Through a blended approach of online learning and practical, competency-based learning, it reduces the time taken to complete the Care Certificate from 12 weeks to between four and six.
- To promote the benefits of pastoral support and mentorship for new HCSWs as they join our workforce.

## Career pathways

- Ongoing learning and development is key to offering our HCSWs long term careers with the NHS. Continue to work collaboratively with Health Education England to offer HCSWs development opportunities within their roles and career pathways to support the transition into registered nurse and midwifery roles.

## Local support

- Regional NHS England teams also work with the HCSW programme team to identify areas of increased vacancy levels, provide insight and clinical leadership to develop local improvement plans.

## National Healthcare Support Worker Shared Decision-Making Council

# Our Team

- The project team comprised initially of 2 health care support workers who moved into band 4 educator roles and a band 7 registrant lead. We now have 4 band 4 educators, and all are substantive
- A keen focus for these roles has been to have a concentrated effort recruitment and retention alongside HCSW education development and progression
- Worked closely with HR and organisational development
- Prior to the team starting there was a recognised deficit in dedicated support for this staff group and this group of staff have raised the profile of the HCSW, supported job satisfaction, role progression with staff who aspire and support staff to develop specialist interest and lead on local pieces of work.
- Through our community hospital transformation project, a decision was taken to uplift all HCSW from a band 2 to a band 3 which would ensure as an organization we had levelled our banding and role requirements for HCSW across the community hospital and community setting. For this to happen investment in this staff group was needed to support development and competency and importantly confidence. The HCSW education team has enabled this focus piece of work to happen

# What have we achieved



- Confident support infrastructure for HCSW
- Angela Scuotto was successful in a clinical fellowship role with NHSE which supported the project
- Recognised uniform
- Built a two- week induction programme for all new HCSW joining the trust
- Extended our pastoral support offer to all HCSW
- All new HCSW are followed into practice by the Care certificate educators and supporting in confidence and competency sign off
- HCSW Forum
- Developed with NHSE and fellows new advertising material

# What have we achieved

- Reviewed our adverts and our language within our adverts.
- Our HCSW educators are part of interview panels
- Challenge interviewers and questions
- Developed a dashboard which has a key focus on HCSW reviewing , vacancy , starters , leavers, length of service and if staff are leaving where are they going.
- Career clinic - working with staff who have aspirations but also working with HCSW with specialist interest to become champions, access training and development or look at career opportunities in specialist teams
- HCSW are integral to both board rounds , safety huddles and MDTs

# What have we achieved

- Worked with WSCC, DWP and Chichester university supporting the refugee community with recruitment and employment
- As part of a safer staffing establishment review SCFT recognised that the role of the health care support worker in supporting the care delivery of patients in the intermediate care units requires a higher level of clinical skill. April 23 -all HCSW posts in the intermediate care units are now banded at band 3
- Underwent a significant piece of work converting all band 2 staff to band 3 with a competency portfolio which involved 214 substantive staff and 170 bank staff
- Given HCSW permission to be innovate and creative - Fluid encouragement in our inpatient settings being led by one of our HCSW
- Pilot looking at visual fluid charts for patients to complete
- Newsletter for HCSW
- Calved a career pathway for non-registered staff into education and development roles



# Achievements

## We are Healthcare support workers

Created by soniasparkles.com  
Developed by NHS England South East Region HCSW Fellows #WeAreHCSWs

### What we do (our role)

We listen, care for & support patients & their families, making sure they get the best patient centered care	We respond to people's individual needs, help them feel comfortable and get to know them	We support patients with eating, moving, monitoring their vital signs and spot any worrying changes	We are very active caring for people across lots of different settings; we work everywhere!	We maintain equipment, help train others and are always there to support our colleagues

### Proud to be a HCSW

We are part of a multidisciplinary team. We are the foundations!	Seeing a patient smile, holding their hand & getting to know them from admission to discharge is fulfilling	We influence a person's recovery; We are compassionate & seeing the recovery over time is rewarding	It is a privilege to be part of someone's life; they are all going through a different journey	When a patient says a heartfelt "thank you" for our help, it makes us proud to be a HCSW

### Opportunities and benefits

Work with a range of patients & develop new skills e.g. awareness of a variety of long-term conditions	Develop new skills like phlebotomy, wound care & promoting independence	Develop the role of the HCSW & seek progression to a variety of other roles via university courses	Share evidence-based learning with colleagues; pick up new ways of working, enhancing skills & knowledge	Gain certified care training and develop a wider range of clinical skills. We invest in you

### Come join us!

Are you a good listener, caring and good at problem solving? Come join us!	You don't need any formal qualifications; your life experience & ability to relate to others is valuable	We train you in/for the role and support you along the way. You are not alone. We all work together!	We belong to a wide diverse team with different roles where no two days are the same	There are over 30 different HCSW roles across lots of different settings

Hosted by the Clinical Education & Development Team

**NHS**  
Sussex Community  
NHS Foundation Trust

Calling all SCFT support workers  
**YOU ARE INVITED TO ATTEND:**

**HEALTHCARE SUPPORT  
WORKER CELEBRATION  
CONFERENCE**

JOIN US TO SHARE IN YOUR  
SUCCESSSES AND ACHIEVEMENTS

SCFT is proud of you!

**19TH OCTOBER 2023**

**LUNCH PROVIDED/ SUCCESS STORIES/  
AWARDS/ DEVELOPMENT SESSIONS**

Scan QR Code NOW to book your ticket with EventBrite!

Billingshurst Conference and  
Community Centre,  
Rowan Way,  
Billingshurst,  
RH14 9QW

**10am-3pm**

**NHS**

Enter your next  
chapter  
Welcome to the  
NHS!

**NHS Support Worker  
welcome pack**

**HCSW South East Region Fellows**  
Connect, share, network  
NHS England

"I've learned that people will forget what you said,  
people will forget what you did, but people will  
never forget how you made them feel" ~ Maya  
Angelou

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# Awards



# Moving forward 2023



The project team are now substantive and working within our education and training team with a role title change Associate Educators



Working on Consistency in interview panels and questions



Looking to encourage representation of HCSW at trust meetings



Challenge learning culture



Looking and learning from case studies



Continuing HCSW forum quarterly led by our Care Certificate educators

# Most importantly...

*“When we find the courage to use our voice, it has the power to positively inspire or change the lives of others. It’s part of the special gift you have to offer the world and is something cherished and championed, never hidden”*

– Nicole O’Neill

**Thank you, Any Questions**

