



Sussex Community
NHS Foundation Trust

Health Care Support Worker New to NHS Project

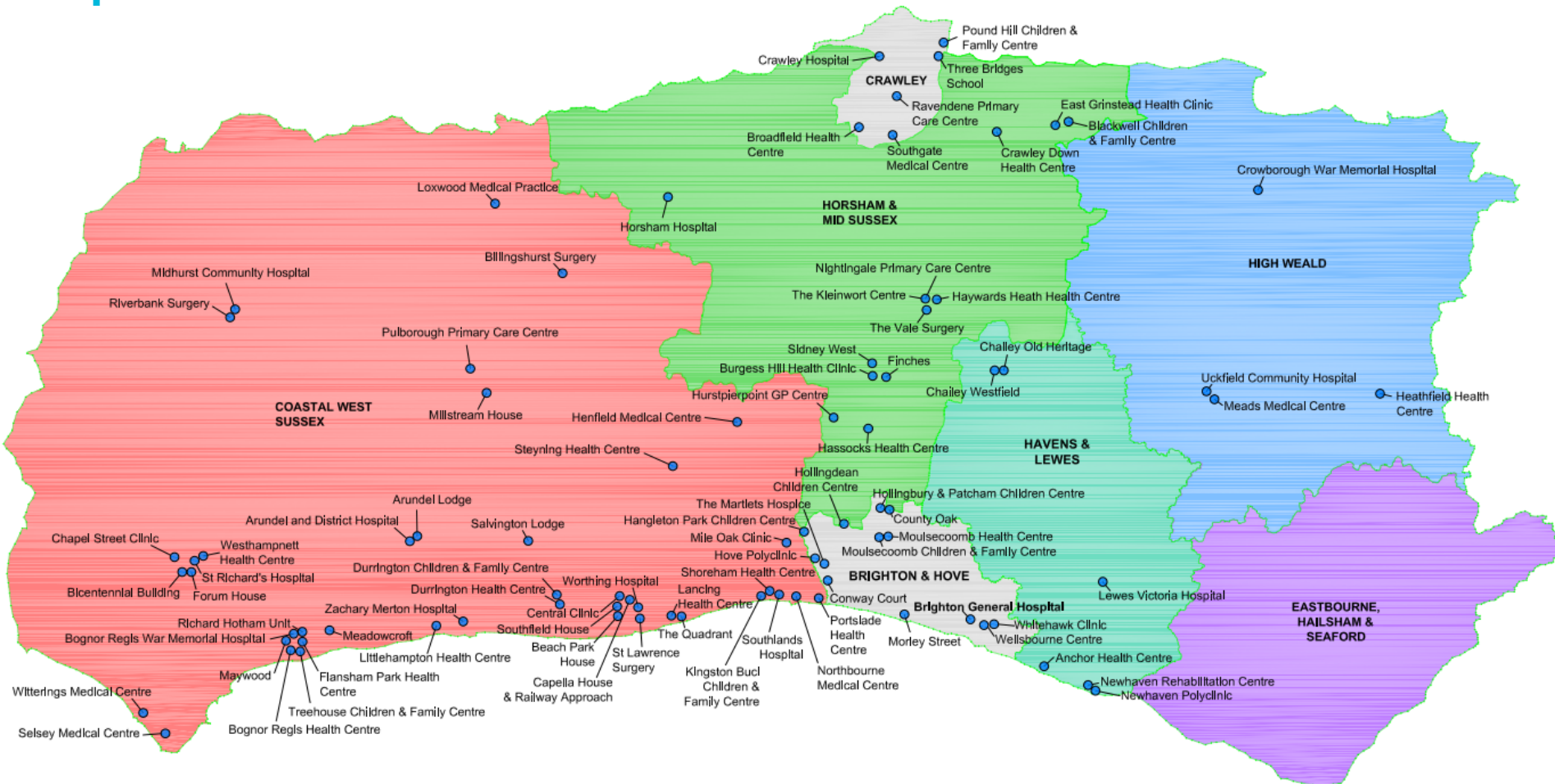
December 2024

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.



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
- 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.

• Our Priorities

- Recruitment and retention
- A good trust induction
- Address disparity in pay
- Safe space for HCSW to raise concerns
- Career pathways



"Here comes Edward Bear now, down the stairs behind Christopher Robin. Bump! Bump! Bump! on the back of his head. It is, as far as he knows, the only way of coming down stairs. He is sure that there must be a better way; if only he could stop bumping for a moment to think of it."

What have we achieved



- Confident support infrastructure for HCSW
- Angela Scuotto was successful in a clinical fellowship role with NHSE which supported the project
- CNO silver award
- Recognised uniform for HCSW educators
- Built a two- week induction programme for all new HCSW joining the trust
- Commenced a HCSW preceptorship program
- 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



Supporting Healthcare Assistants Joining Our Team

Who is going to be their induction buddy?

Who is going to be their supervisor?

Do the PDNs know they are starting?

Are they booked onto the [Care Certificate](#)?

Have all IT requests been made?

What equipment and uniform do they need?

Do I have the [induction checklist](#) and [presentation](#) ready if they are new to the organisation?

Have a pre-joining telephone catch-up sharing where they need to go on their first day, at what time, wearing what and who they'll be meeting.

Day 1

Have the buddy and supervisor got some protected time to spend with them today?

How will the team welcome them today and who will help with orientation?

Who will lead the [local fire safety induction](#)?

If joining from another team, will they have the opportunity to make a plan regarding stat training, competency development and setting up a [supervision contract](#)?

If new to the organisation, will they review the [induction checklist](#) together to formulate an approach including variety and interest?

Week 1

When will the PDN meet up with them to introduce themselves, talk about [new starter documentation](#) and [core skills](#), and set up regular check-ins?

Do they have [skills that can be passported](#) using supporting evidence for sign-off?

When can required competency training and sign-off be undertaken?

Has an end of week check-in been planned to review how things have been and discuss any worries or fears?

Is everyone aware of the plans for the next 3 weeks?

Weeks
13-24

What ongoing essential training needs to be completed?

Are they starting to consider other training such as venepuncture and dementia training?

Have they got a supervision session planned towards the end of this period?

If new to the organisation, are they attending the Trust Induction and when will they have

Weeks 9-12

What ongoing essential training needs to be completed?

Has there been any difficulties getting registered for the [Care Certificate](#)?

Have they got a supervision session planned towards the end of this period?

Have they booked annual leave?

Weeks 5-8

When will the supervisor meet with them for the end of month check-in?

If they are new to the organisation, will you set-up a [supervision contract](#) at this time and plan for monthly sessions?

If they've been developing a competency, is there a plan for signing this off in the next four weeks?

Week 4

Have they completed their essential training? If not, what is the plan to address this?

Are they consolidating these skills and proactively planning for further development in weeks 25-49?

Are monthly supervision sessions planned in?

If new to the organisation, has the [final probation review](#) been planned in?

Week 40

Are they on track for completing the [Care Certificate](#)?

Is all essential training completed and have they booked study days as outlined in the [new starter documentation](#)?

Are they considering their longer-term career aspirations? Would a [career conversation](#) be useful at this time?

Weeks
49-52

Have they completed their [Care Certificate](#)?

Do they have a [PDR](#) planned in? Will you have a [wellbeing conversation](#) as part of this and check that their [current work arrangements](#) are suitable?

What future development needs and or aspiration do they have? For example, do they want to become a Link Champion or an apprenticeship?

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
- Newsletter for HCSW
- Calved a career pathway for non-registered staff into education and development roles

Achievements

Hosted by the Clinical Education & Development Team

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 SUCCESSES 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



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

We are Healthcare Support Workers

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



Awards



Beverley getting
the NHSE HCSW
CNO award

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- HCSW preceptorship program



Looking and learning from case studies



Continuing HCSW forum quarterly led by our Care Certificate educators

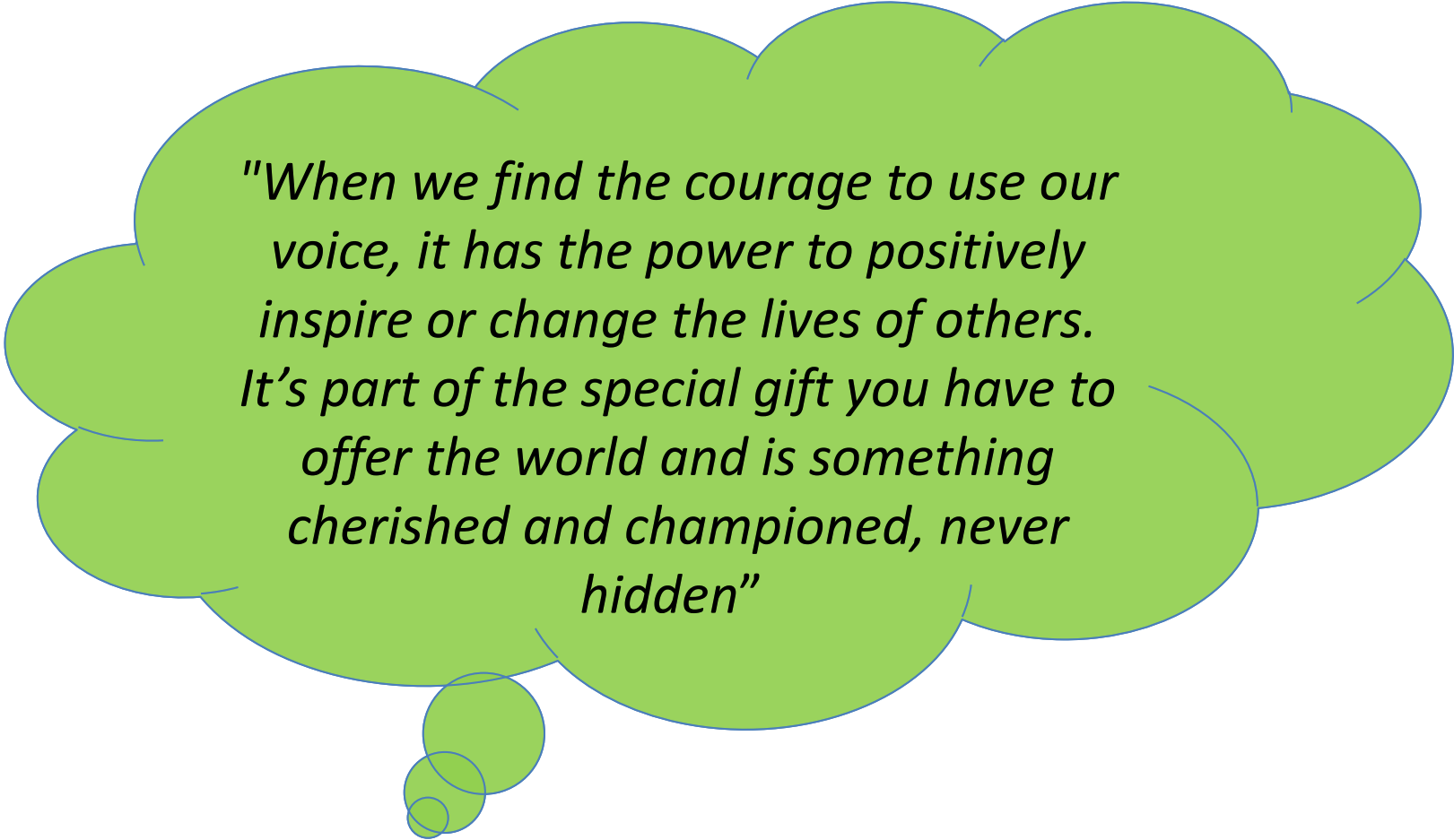


How do you create a space where employees feel safe to share their ideas and concerns without fear of judgment?

If you could make one change to improve how staff can share their thoughts and ideas, what would it be?



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

