



First Steps mapping document

1: National Occupational Standards

First Steps for HCAs has been developed as a resource for self-directed learning and can be used to support organisational training programmes for health care support workers. It has been mapped to National Occupational Standards and the codes and standards for all UK countries.

This document maps the core topics of First Steps to the National Occupational Standards referred to in the competency checklists. For the full National Occupational Standards please refer to the Skills for Health website www.skillsforhealth.org.uk

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First Steps	National Occupational Standards
<p>The role of the health care assistant</p>	<p>SCDHSC0023 Develop your own knowledge and practice</p>
<p>Promoting person-centred care and patient safety</p> <p>What person-centred care means</p> <ul style="list-style-type: none"> • Ethical approaches <p>Promoting patient safety</p> <p>Safeguarding adults and children</p> <ul style="list-style-type: none"> • Principles of safeguarding • Who's vulnerable? • How are people vulnerable • Raising concerns • Disclosure or confidentiality <p>Confidentiality, consent and capacity</p> <ul style="list-style-type: none"> • Confidentiality • Consent • Capacity 	<p>SCDHSC0234 Uphold the rights of individuals</p> <p>SCDHSC0024 Support the safeguarding of individuals</p> <p>SCDHSC0034 Promote the safeguarding of children and young people</p> <p>CHS169 Comply with legal requirements for maintaining confidentiality in healthcare</p>

<p>Promoting health</p> <p>Eating and drinking</p> <p>Health promotion approaches</p> <p>Stages of change model</p> <ul style="list-style-type: none"> • Using the stages of change model • The stages of change in practice 	<p>SCDHSC0213 Provide food and drink to promote individuals' health and well being</p>
<p>Communication</p> <p>Why communication is important</p> <p>Communication methods</p> <ul style="list-style-type: none"> • Listening and attending • Patient/family complaints • Non verbal communication • Verbal communication • Questioning • Written communication <p>Record keeping</p> <ul style="list-style-type: none"> • Legal issues in record keeping • Principles of record keeping 	<p>GEN97 Communicate effectively in a healthcare environment</p> <p>SCDHSC0021 Support effective communication</p>

Barriers to communication	
Quality in care Principles of nursing practice Accountability and delegation <ul style="list-style-type: none"> • Accountability • Delegation Teamwork <ul style="list-style-type: none"> • Valuing your role and others • Working and personal relationships • Setting team objectives • Team meetings Care plans and protocols <ul style="list-style-type: none"> • Care plans • Protocols 	
Equality, diversity and rights Inclusion Anti-discriminatory practice	SCDHSC0234 Uphold the rights of individuals GEN12

<ul style="list-style-type: none"> • The social model of disability • Reasonable adjustments for people with disabilities <p>Preserving peoples' dignity</p> <ul style="list-style-type: none"> • End of life care • Dementia • People with bladder and bowel problems 	<p>Reflect on and evaluate your own values, priorities, interests and effectiveness</p> <p>SCDHSC0034 Promote the safeguarding of children and young people</p> <p>SCDHSC0024 Support the safeguarding of individuals</p> <p>MH14.2013 Identify potential mental health needs and related issues</p>
<p>Health, safety and security</p> <p>Infection, prevention and control</p> <ul style="list-style-type: none"> • Hand hygiene • Chain of infection • Personal protective equipment • Waste streams <p>Workplace safety and security</p> <ul style="list-style-type: none"> • Promoting safety in the workplace • Looking after yourself • Risk assessment • Workplace security 	<p>IPC2.2012 Perform hand hygiene to prevent the spread of infection</p> <p>IPC6.2012 Use personal protective equipment to prevent the spread of infection</p> <p>SCDHSC0022 Support the health and safety of yourself and individuals</p>

Reporting an incident or accident	
Personal and people development Performance appraisal Personal development planning Learning and development opportunities Lifelong learning Reflection <ul style="list-style-type: none"> • Reflection in action 	SCDHSC0023 Develop your own knowledge and practice GEN12 Reflect on and evaluate your own values, priorities, interests and effectiveness
Clinical skills Observation <ul style="list-style-type: none"> • Breathing • Pulse • Body temperature • Blood pressure • Oxygen levels • Peak flow testing 	CHS19.2012 Undertake routine clinical measurements CHS131 Obtain and test capillary blood samples CHS7.2012 Obtain and test specimens from individuals

- Blood glucose testing
- Urine testing
- Body Mass Index

Assessing patients' skin

Supporting medication administration

CHS19.2012

Undertake routine clinical measurements

CHS2

Assist in the administration of medicine