



First Steps mapping document

3: UK Health Care Support Worker 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 HCSW standards in England, Scotland, Wales and Northern Ireland*.

*First Steps also maps across to the codes and standards required by the Northern Ireland Social Care Council

<http://www.niscc.info/index.php/codes-of-practice>

Revised April 2016

First Steps	England Care certificate standards	Scotland Mandatory Induction Standards for HCSWs	Wales All Wales Mandatory Induction & Core Skills (Learning outcome = LO)	Northern Ireland Draft induction and development pathway for nursing assistants (NIPEC)*
The role of the health care assistant	Standard 1 – understand your role	Quality Working within your own limits	LO 1 - Understand the role of a healthcare support worker	Role within the nursing workforce
Promoting person-centred care and patient safety What person-centred care means <ul style="list-style-type: none"> Ethical approaches Promoting patient safety Safeguarding adults and children	Standard 1 – Understand your role Standard 3 – Duty of Care Standard 5 – work in a person centred way Standard 6 - communication Standard 7 – privacy and dignity Standard 10 – safeguarding adults	Equality and diversity Working in line with the equality, diversity, rights and responsibilities of people "Whistle-blowing" in cases of harm and abuse Health, safety and security Protecting the public from harm and abuse Communication Working within confidentiality guidelines	LO 2 - Understand person centred practice LO 10 - Understand how to support the wellbeing of individuals in a healthcare setting LO 11 - Know how to support individuals with cognitive impairment LO 12 - Know how to support individuals with sensory loss	Principles of person-centred care and Patient and Client Experience Standards (DHSSPS 2008) Fundamental nursing care Mandatory training: Safeguarding children and adults Record keeping and data protection

<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>Standard 11 – safeguarding children</p> <p>Standard 13 – health and safety</p>			
<p>Promoting health</p> <p>Eating and drinking</p> <p>Health promotion approaches</p>	<p>Standard 8 – fluids and nutrition</p>		<p>LO 8 - Know the role of diet, nutrition and hydration in a healthcare setting</p>	<p>Fundamental nursing care: eating and drinking</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>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 	<p>Standard 3 – duty of care</p> <p>Standard 6 – communication</p> <p>Standard 14 – handling information</p>		<p>LO 3 - Be able to use communication skills in a healthcare setting</p> <p>LO 4 - Understand record keeping and reporting in a healthcare setting</p>	<p>Fundamental nursing care: communication</p> <p>Principles of person-centred care and Patient and Client Experience Standards (DHSSPS 2008)</p> <p>Mandatory training: record keeping and data protection</p>

<ul style="list-style-type: none"> • Questioning • Written communication <p>Record keeping</p> <ul style="list-style-type: none"> • Legal issues in record keeping • Principles of record keeping <p>Barriers to communication</p>				
<p>Quality in care</p> <p>Principles of nursing practice</p> <p>Accountability and delegation</p> <ul style="list-style-type: none"> • Accountability • Delegation <p>Teamwork</p>	<p>Standard 1 – understand your role</p> <p>Standard 5 – work in a person centred way</p>	<p>Quality</p> <p>Contributing to teamwork</p> <p>Building "customer" relationships</p> <p>Managing yourself as a resource</p> <p>Working within your own limits</p>	<p>LO 1 - Understand the role of a healthcare support worker</p> <p>LO 2 - Understand person centred practice</p>	

<ul style="list-style-type: none"> Valuing your role and others Working and personal relationships Setting team objectives Team meetings <p>Care plans and protocols</p> <ul style="list-style-type: none"> Care plans Protocols 				
<p>Equality, diversity and rights</p> <p>Inclusion</p> <p>Anti-discriminatory practice</p> <ul style="list-style-type: none"> The social model of disability 	<p>Standard 4 – equality and diversity</p> <p>Standard 5 – work in a person centred way</p> <p>Standard 7 – privacy and dignity</p>	<p>Equality and diversity</p> <p>Working in line with the equality, diversity, rights and responsibilities of people</p> <p>"Whistle-blowing" in cases of harm and abuse</p>	<p>LO 2 - Understand person centred practice</p> <p>LO 9 - Know how to support individuals to maintain continence</p> <p>LO 10 - Understand how to support the wellbeing</p>	<p>Mandatory training: equality and diversity</p> <p>Principles of person-centred care and Patient and Client Experience Standards (DHSSPS 2008)</p>

<ul style="list-style-type: none"> 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>Standard 9 – awareness of mental health, dementia and learning disability</p>		<p>of individuals in a healthcare setting</p> <p>LO 18 - Know about death, dying and bereavement</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 	<p>Standard 3 – duty of care</p> <p>Standard 13 – health and safety</p> <p>Standard 15 – infection, prevention and control</p>	<p>Health, safety and security</p> <p>Protecting the public from harm and abuse</p> <p>Being fit (healthy) to work</p> <p>Maintaining health and safety at work</p> <p>Assessing risks at work</p> <p>Reporting incidents at work</p>	<p>LO 5 - Be able to carry out hand washing technique</p>	

<ul style="list-style-type: none"> • 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>Reporting an incident or accident</p>				
<p>Personal and people development</p> <p>Performance appraisal</p>	<p>Standard 2 – your personal development</p>	<p>Personal and people development Developing your knowledge and practice Reviewing your working practice to improve your knowledge</p>	<p>LO 20 - Be able to use reflection in a healthcare setting</p>	

<p>Personal development planning</p> <p>Learning and development opportunities</p> <p>Lifelong learning</p> <p>Reflection</p> <ul style="list-style-type: none"> • Reflection in action 				
<p>Clinical skills</p> <p>Observation</p> <ul style="list-style-type: none"> • Breathing • Pulse • Body temperature • Blood pressure • Oxygen levels 	<p>Standard 13 – health and safety</p>		<p>LO 7 - Understand pressure area care</p> <p>LO 13 - Be able to take physiological measurements</p>	<p>Fundamental nursing care: pressure area care</p>

<ul style="list-style-type: none"> • Peak flow testing • Blood glucose testing • Urine testing • Body Mass Index <p>Assessing patients' skin</p> <p>Supporting medication administration</p>			<p>LO 14 - Understand how to recognise a deteriorating patient</p> <p>LO 19 - Know how clinical specimens are taken</p>	