

Healthcare and Support Workers Academy programme

(Bands 2 and 3)

As a Healthcare or Care Support Worker, you play a critical role in delivering high-quality healthcare. TRFT values your contribution and aims to equip you with the necessary skills to excel in your role.



Objective: The programme is designed to provide a solid introduction to your role and essential skills to support your growth and development.



Academy programme

Day 1 Week 1 SW and HCSW	Day 2 Week 1 SW and HCSW	Day 3 Week 1 SW and HCSW	Day 4 Week 1 HCSW's only
<p>08:00 - 09:00 Introduction to the trust</p> <ul style="list-style-type: none"> • Payslips & pay services • Uniforms • Behavioural framework • Sexual Safety (Safeguarding) • Mobile phones / social media policy • Staff wellbeing managing stress • 6 C's communication / Teamwork Confidentiality – access and viewing records etc <p>09:00-10:00 Senior Nurse Welcome</p> <p>10:00 - 11:00 Pastoral HCSW</p> <p>12:00 - 12:30 Lunch</p> <p>12:30 - 13:00 Hand Hygiene</p> <p>13:00 - 14:00 Resus</p> <p>14:00 - 14:20 ID Badges</p> <p>14:30 - 16:00 IT Day</p> <ul style="list-style-type: none"> • Computer access • NHS Mail • Introduction to Roster / Allocate me, how to request shifts and annual leave, review annual leave balance 	<p>08:00 - 12:00 Moving and Handling x 8</p> <p>13:00 - 16:00 Fundamentals of Care & Fluid Balance</p> <p>Action based learning / interactive session.</p> <ul style="list-style-type: none"> • Assisting with feeding • Washing and dressing • Pressure area care • Commode cleaning • Bed making/ mattress cleaning • Human Factors • Mouthcare 	<p>08:00 - 12:00 Meditech E-Learning How to guide's e.g. mattress orders</p> <p>12:30 - 16:00</p> <p>Electronic Staff Record (ESR) – E-Learning – Meditech Test Datix (when and how to) and raising concerns</p>	<p>Band 3</p> <p>Vital Signs / Point of Care Testing training / Catheter removal / Cannula removal / ECG</p> <p>Leadership skills and development to become a buddy. Action Learning sets</p>
			<p>Day 4 Week 5 SW's only</p> <p>Action Learning Q&A/Professional Nurse Advocate</p> <p>Care certificate overview</p> <p>Meditech Refresher (Filter out bad habits)</p> <p>Enrolment</p> <p>Guest speakers: Supportive Care – mouth-care, EoL IPC – golden commode, use of PPE, Barrier Nursing + Signs</p>
Day 5 Care Certificate Introduction Week 9 SW's only	Day 6 Care Certificate Week 13 SW's only	Day 7 Care Certificate Week 17 SW's only	Day 8 Consolidation / Celebration Week 21 HCSW
<p>Action Learning Q&A/PNA</p> <p>Care Certificate</p> <ol style="list-style-type: none"> 1 Understanding your role 2 Personal Development 3 Duty of Care 4 Equality, Diversity and Inclusion 8 Fluids and Nutrition <p>Guest speakers: Nutrition and Hydration – build up shakes and other dietary supplements, alternative menus, traffic light water jug lids, double handle mugs</p>	<p>Action Learning Q&A/PNA</p> <p>Care Certificate</p> <ol style="list-style-type: none"> 12 Basic Life Supportive 5 Person Centred Care 9 Mental Health, Learning Disability and Dementia 6 Communication 7 Privacy and Dignity <p>Guest Speakers: Person Centred Care - Dementia awareness+ Frailty, Frailty suit activity, Preventing deconditioning, Falls and Mobility Baytagging Yellow socks and blankets</p>	<p>Action Learning Q&A/PNA</p> <p>Care Certificate</p> <ol style="list-style-type: none"> 10 Safeguarding Adults 11 Safeguarding Children 13 Health and safety 14 Handling information 15 Infection Prevention and Control <p>Guest Speakers: Tissue Viability Pressure vs Moisture Preventing Deconditioning</p>	<p>Action Learning Q&A /PNA altogether band 2/3's</p> <p>Quality Improvement Career conversations</p> <p>Band 2's Consolidate learning Inform of successful completion of care certificate and offer additional guidance for those who may need it.</p> <p>Present Certificates on Support Worker Celebration Day in November.</p> <p>Band 3's Career conversations to support further professional development, available options (HCSW Tree)</p>

Healthcare and Support Workers

The code

The Department of Health has set out your code of conduct through the skills for care resources accessible via the following link:

<https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Code-of-Conduct.pdf>

Here at TRFT we support the code and below is a summary of the code of conduct.

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion

By enrolling in the HCSW & SW Academy, you'll gain a thorough understanding of the code of conduct and the skills needed to meet the expected standards in your role in the Trust. During the academy you will be given all the necessary skills through various learning methods including practical steps and activities of how to carry out some specific tasks. There will be plenty of opportunity for peer discussions about your experiences and support with any queries resulting from this.

Learning and Development Support

- For Band 2: Support to complete the Care Certificate.
- For Band 3: Clinical skills (Vital signs, Point of Care Testing & other role specific) and assistance with further professional development through career conversations and exploring available options.
- Study Time: You'll be given dedicated time to attend and complete the programme.

Programme Structure

- The training will take place either at Woodside or the main TRFT Acute site.
- There will be a mix of group learning and role-specific sessions to tailor the experience to your needs.

The annual Care / Healthcare Support Worker Celebration day will conclude your academy participation and provide a great opportunity to celebrate your achievements.