Implementation of the Skills and Career Framework for Health Care Support Workers (HCSWs)

Author: Sian Bolton - Assistant Director of Quality Nursing & Allied Health Professional
Kelly McFadyen - Organisational Development Manager

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Sponsoring Executive Director: Rhiannon Beaumont-Wood
Who will present: Rhiannon Beaumont-Wood
Date of Board / Committee meeting: 16 May 2017
Committee/Groups that have received or considered this paper:
Executive Team

The Board / Committee are asked to: (please select one only)
Approve the recommendation(s) proposed in the paper
Discuss and scrutinise the paper and provide feedback and comments
Receive the paper for information only ✓

Link to Public Health Wales commitment and priorities for action:
(please tick which commitment(s) is/are relevant)

✓

Priorities for action include relevant priority for action(s)
Priority 7:
1 Introduction

Following the announcement in November 2015 that the Health Minister formally accepted the NHS Wales Skills and Career Framework for Healthcare Support Workers supporting Nursing and the Allied Health Professions ('the Framework'), this paper sets out to provide the Committee with an update on identifying healthcare support workers (HCSWs) within the organisation and proposals for implementing the Framework. A definition of a HCSW is provided at Appendix A.

The People and Organisational Development Directorate and Quality, Nursing & Allied Health Professional Directorate (as professional lead for HCSWs) are working together to implement the Framework.

2 Background

The Framework means that Corporate and Clinical Induction will now have to be successfully completed before any newly recruited HCSW can start working in a clinical area. The quality of the Induction will be standardised and maintained across Wales through the newly developed and Accredited Level 2 Clinical Induction Units, which focus on the Fundamentals of Care. The HCSWs will then build on this accredited foundation, by commencing on a role specific accredited Learning Pathway over the next 12 to 24 months.

The HCSW will then be supported to continue to develop professionally through further portfolio development, and undertaking role related accredited learning units or full qualifications from Levels 2 to 4, creating a potential pathway into pre-registration Nursing or other professional training.

3 Timing

The Framework was commissioned by Welsh Government and was introduced by the Health Boards and Trusts from April 2016; to become mandatory by April 2018, when the Framework will have been further developed to include Social Care.

4 Description

Workforce Data
Public Health Wales does not employ staff with the Healthcare Support Worker job title but does employ clinical support staff (Bands 2-4) who support nursing and the allied health professions as described by the
Framework. These roles were identified within Screening and Stop Smoking Wales Services. Numbers are detailed in Appendix B.

**Administrative Support**
To date Workforce Education and Development Services (WEDs) funding has been used to temporarily fund administrative support to support this work. Any future WEDs funding will predominately be needed to fund accredited learning and development opportunities, as opposed to administrative support. Administrative support is fundamental to administrating the accredited learning.

**Skills Audit**
In 2015/16 (Quarter 4), a baseline skills audit was completed. This was amended in 2016/17 (Quarter 1) to include staff within Diabetic Eye Screening Wales following their transfer into the organisation. A refresh of this work took place in 2016/17 (Quarter 4) and was submitted to WEDS at the end of January 2017. This will form part of the annual HCSW funding scrutiny and will be used to inform funding allocations for 2017/18 and will be an ongoing requirement until a learning pathway is established within ESR.

**Engagement Activity**
To inform HCSWs and line managers about the Framework and facilitate discussion around the implications of it an All Wales Event was delivered on the 27 May 2016. To support wider engagement, a MeetingSphere session was also hosted and a series of service specific engagement events have been delivered as requested e.g. New Born Hearing Screening Wales, Breast Test Wales with further sessions arranged as required.

**Agored Centre Recognition**
To enable the implementation of the Framework and the delivery of accredited learning, Public Health Wales has been working towards Agored Centre Recognition. This has involved completing an application process and the development of relevant policies and procedures.

**Establishment of the HCSW Implementation Group**
A HCSW Implementation Group was established in September 2016. The purpose of the group is to provide a pan organisational approach to the implementation and engagement of the Framework. The group will inform the development of relevant units of learning and Learning Pathways. The Group will also make sure there are governance mechanisms for effective implementation of the Framework.

The Group has met twice to date and Terms of Reference have been agreed. An action log has also been established. Monthly meetings will take place throughout 2017-18 leading up to when the Framework becomes mandated in April 2018.

**Development of Agored Accredited Education Pathways**
• Level 3 Diploma in Health Screening (Foundation/Mandatory units)
• WAAASP Specific Units
• DESW Specific units
• NBHSW Specific Units
• CPD units
• BTW Specific Units
• Stop Smoking Wales Specific Units

Pathways are also being mapped to the Clinical induction requirement of the Framework.

**Staffing**
The development of the above units is currently being led by the Training and Education Facilitator within Screening Division where the skills and expertise in developing accredited learning are held. Support is also being informally extended to Stop Smoking Wales with the development of their specific pathway, as Stop Smoking Wales currently have no resource or capacity to support this development. Consideration needs to be given to relocating this resource centrally to ensure a pan-organisational approach is taken. In the first instance this would be to support Stop Smoking Wales but the scope would extend to estates and facilities, administration and clerical and other ‘support worker’ groups i.e. under Modernising Scientific Careers. This role would be responsible for leading the development of accredited learning pathways and the associated quality assurance and governance arrangements. The rationale for centralising this role also includes talent management and succession planning.

**Next Steps:**
1. Quality management structures have been agreed within each programme and individual staff members are in the process of being identified.
2. Two experienced internal verifiers have attended the Level 4 Diploma in Assessment processes in March 2017 to enable the organisation to begin to work towards the Quality Mark and Direct claim status.
3. HCSW Induction Module has been mapped to New Born Hearing Screening Wales (NBHSW) induction programme. Work is ongoing to amend induction to enable staff to meet the assessment criteria. Similar work has begun in other programmes.
4. To agree a way forward with Stop Smoking Wales and begin unit development and staff training as necessary.
5. To form a task and finish group to advise on the development of the Public Health Unit.
6. To recode all relevant roles (identified as the equivalent of HCSWs) within the Electronic Staff Record to reflect the HCSW Occupation Codes identified by WEDs
7. Establish a ‘support worker’ group for Modernising Scientific Careers (once the training lead for Microbiology has been appointed)
8. Identify dedicated administrative time to support this work stream
5 Financial Implications

The recommendations have potential financial implications in relation to funding for the administrative support which is fundamental to administrating the accredited learning.

6 Recommendation(s)

The Committee is asked to note the content of the paper.
Appendix A: Definition of a Health Care Support Worker

The Code of Conduct for Health Care Support Workers\(^1\) defines the role as an individual (delivering direct or indirect care) who is engaged in any of the following:

- in a direct clinical role, under the supervision of a health care professional;
- in an indirect clinical role, under the supervision of a health care professional;
- in a direct service provision role, with access to patients and members of the public;
- dealing with personal identifiable patient data;
- having responsibility for maintaining premises or equipment used by patients; or
- involved in the preparation/delivery of goods or services directly for/to service users.

But who is not:
- a health care professional or
- an unpaid volunteer or
- a worker who is in a contract with a third party. This includes workers in a contract or other arrangement with persons who provide primary medical services, general dental services, general ophthalmic services or pharmaceutical services.

### Appendix B: Clinical support staff (Bands 2-4) who support nursing and the Allied Health Professions as described by the Framework

<table>
<thead>
<tr>
<th>Service/Dept.</th>
<th>Number of HCSW</th>
<th>Current Occupation Codes*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Band2</td>
<td>Band3</td>
</tr>
<tr>
<td>Breast Test Wales</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Diabetic Eye Screening Wales</td>
<td>0</td>
<td>33</td>
</tr>
<tr>
<td>Newborn Hearing Screening Wales</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>Stop Smoking Wales</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td>Wales AAA Screening Programme</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>PHW Total:</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* **Note re Occupation Code:**

Whilst Workforce Educational Development Service (WEDs) is aware of the nature of the ‘support worker’ roles within Public Health Wales (that there are no roles specifically with the job title ‘Healthcare Support Worker’), however when considering all Wales data on HCSW roles (including when calculating and allocating funding) WEDS use the following Occupation Codes: A2E, AEA, H1A-H1L, H2A-H2L, N8A-N8L, N9A-N9L, NFA-NFH, S1A-S1L, SC4-S4L, S5A-S5L, S6A-S6L, S9A-S9L & S9T. (S8A-K & T Occupational codes not applicable as these refer to students or trainees).

Therefore for Public Health Wales, the Electronic Staff Record may need to be amended so that the Occupation Codes relate to the relevant skills and career framework.