

Duty of care

Why Work as a... Healthcare Support Worker

A solution for your training needs and career progression

ROLE OVERVIEW

HSW's provide high quality and compassionate person-centred care and support based on individual needs and setting. They support individuals with their daily activities including eating, drinking, washing, dressing or going to the toilet. They carry out clinical activities such as measuring and monitoring blood pressure, temperature or weight, checking wounds or applying dressings. They prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan.

KEY POINTS

- **Level:** 2
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** This apprenticeship can lead to roles such as Lead Adult Care Worker, Senior Healthcare Support Worker and Assistant Practitioner

KNOWLEDGE REQUIREMENTS



- The principles of 'person-centred care and support', including principles of equality, diversity and inclusion, active participation, consent and choice
- The signs and symptoms that an individual is in pain, distress or discomfort
- Techniques and principles to perform basic life support
- Local systems to order and manage supplies and stocks
- The principles of hydration, nutrition and food safety
- Communication techniques to maximise understanding including for individuals with specific communication needs or wishes
- The principles and organisational policies for confidentiality, duty of confidence and disclosure
- The meaning of 'risk' in the workplace, ways to identify and raise concerns and own responsibilities in relation to incidents, errors and near misses

SKILL REQUIREMENTS



- Work within the scope of practice, the limits of own knowledge and skills, escalating and reporting to others when needed
- Perform basic life support
- Undertake physiological measurements, selecting and using the correct tools or equipment
- Assist the registered practitioner in encouraging individuals to take or use their prescribed medication
- Recognise and respond to limitations in an individual's mental capacity
- Report and share information related to individuals securely and in line with local and national policies, maintaining confidentiality
- Participate in training and development activities including the Care Certificate Standards
- Reflect on own practice

BEHAVIOUR REQUIREMENTS



- Treat people with dignity
- Show respect and empathy for those you work with
- Be adaptable, reliable and consistent

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