

## Level 2 Healthcare Support Worker

Modules of learning



## Module 1: Roles and responsibilities

- Understand your role, responsibilities and professional boundaries
- Work in line with codes of conduct
- · Work within a team
- Conduct reflective practice
- Understand your duty of care

## Module 3: Duty of care and safeguarding

- Understand the meaning of duty of care and why it is important
- Understand your complaints procedure and your own responsibility in relation to this
- Understand how duty of care relates to duty of candour
- Understand principles of safeguarding adults
- Know how to recognise signs of abuse
- Understand the national and local context of safeguarding and protection from abuse

## participation, consent and choice Module 4: Communication

EDI, consent and choice

that apply to your own role

support

methods

 Understand communication techniques to maximise understanding including for individuals with specific communication needs or wishes

Understand the legislation, policies, standards, local ways of working and codes of conduct

Understand the scope of practice, limitations

Understand the principles of 'person-centred care and support', including principles of equality, diversity and inclusion, active

of own competence and who to ask for

 Understand the meaning of 'capacity', the differences between mental illness, dementia and learning disability and the impact of these conditions on an individual's needs

## Module 5: Recording, reporting and storing information

- Understand ways to record and store information securely and in line with national and local policy and legislation, including the safe use of technology
- Understand the principles and organisational policies for confidentiality, duty of confidence and disclosure

## Module 7: Daily running and administration of a service or team

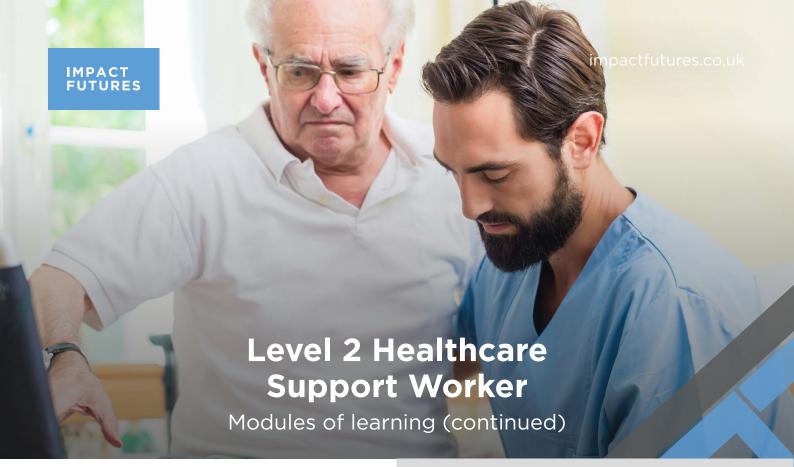
- Understand local systems to order and manage supplies and stocks
- Understand methods to safely clean and dispose of materials and equipment, including ways to handle hazardous materials and substances
- Understand local systems to manage appointments, including IT and telephone systems, how and where to sign-post individuals

## Module 6: Assisting individuals to maximise their independence

- Understand the principles of hydration, nutrition and food safety
- Understand the activities of daily living and ways to support individuals in developing and maintaining their independence in carrying out these activities

# Module 8: Physiological measurements, monitoring the health and well-being of individuals

- Understand techniques and principles to perform basic life support
- Understand the physiological states, their normal ranges and the correct tools or equipment used to measure them



# Module 9: Pain, distress or comfort, monitoring the health and well-being of individuals

- Understand the signs and symptoms that an individual is in pain, distress or discomfort
- Understand the signs and symptoms that an individual's health and wellbeing is changing and ways to report changes
- Understand the importance of prescribed medication and the limitations of own role in relation to medication systems and how and where to sign-post individuals

## Module 10: Maintaining own and others safety at work

- Understand the principles of infection prevention and control and the importance of good personal hygiene, hand hygiene and correct use of Personal Protective Equipment (PPE)
- Understand the health and safety legislation, the principles of safe moving and handling of equipment and other objects and assistance of individuals
- Understand the meaning of 'risk' in the workplace, ways to identify and raise concerns and own responsibilities in relation to incidents, errors and near misses

### **Module 11: Health promotion**

 Understand the principles of health promotion, availability of services to support individuals with lifestyle choices and how referrals can be made if required

### **Module 12: Quality improvement**

- Understand the principles of 'quality improvement'
- Understand ways to source evidence to support improvement in the workplace

#### **Module 13: Behaviours**

You will treat people with dignity, respecting individual's diversity, beliefs, culture, values, needs,
privacy and preferences; show respect and empathy for those you work with; have the courage to
challenge areas of concern and work to best practice; be adaptable, reliable and consistent; show
discretion; show resilience and self-awareness.

### Let's make an impact

For more information about this apprenticeship training programme, contact us.

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