

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 2: Person centred care, EDI, consent and choice

- Understand the legislation, policies, standards, local ways of working and codes of conduct that apply to your own role
- Understand the scope of practice, limitations of own competence and who to ask for support
- Understand the principles of 'person-centred care and support', including principles of equality, diversity and inclusion, active participation, consent and choice

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

Module 4: Communication methods

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

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Modules of learning (continued)

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 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 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.

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 12: Quality improvement

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

Let's make an impact

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

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