

***The introduction
of a Critical Care
tailored
education
programme for
Healthcare
Assistants***



07th October 2024
Aberdeen

Celeste Formenton
Critical Care Practice Development Senior Sister

- In the local Critical Care (CC) department, Healthcare Assistants (HCAs) must complete Band 3 competencies as part of their employment contract. However the training provided by the Trust was generic and not CC-specific.
- Therefore, a new CC Band 3 HCA's Education Programme was designed and implemented within the CC unit.
- The Programme is structured over 3 training days: each day uses a blended learning approach.

National Competency Framework for Health Care
Support Workers in Adult Critical Care

Assistive Level (Band 3)



Learner Name	Signature
Lead Assessor /Mentor Name	Signature

1. Pre-implementation phase

- Feedback from existing CC HCAs was gathered before designing the Programme.

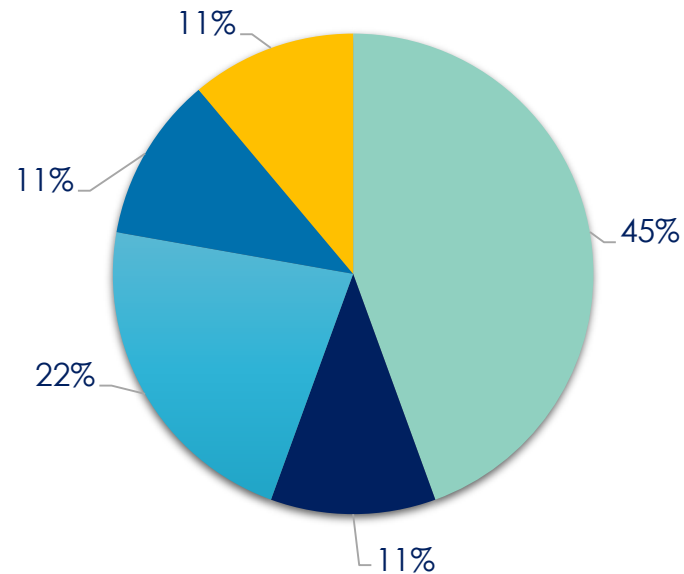
2. Implementation phase

- Two cohorts of CC HCAs (n=20) attended the programme.
- The attendees completed pre and post-training day MCQ tests to assess their knowledge on each study day.
- The attendees completed a final questionnaire to evaluate the overall programme which included qualitative and quantitative elements.
- The MCQ tests and questionnaire guaranteed attendees' anonymity.

3. Evaluation phase

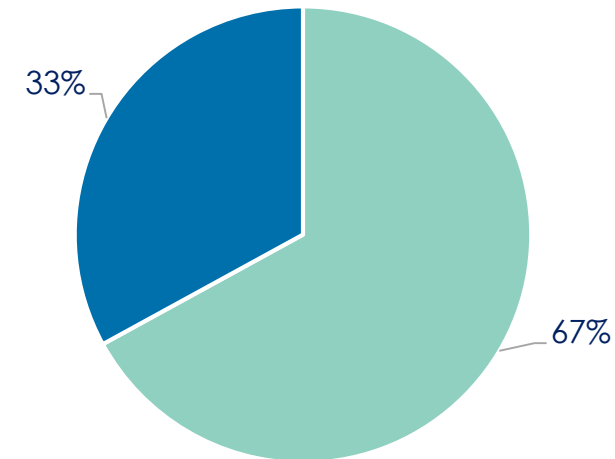
How long have you been in Critical Care?

- 0-3 years
- 3-5 years
- 5-10 years
- More than 10 years
- Prefers not to say



Should a HCA band 3 training programme be critical care tailored?

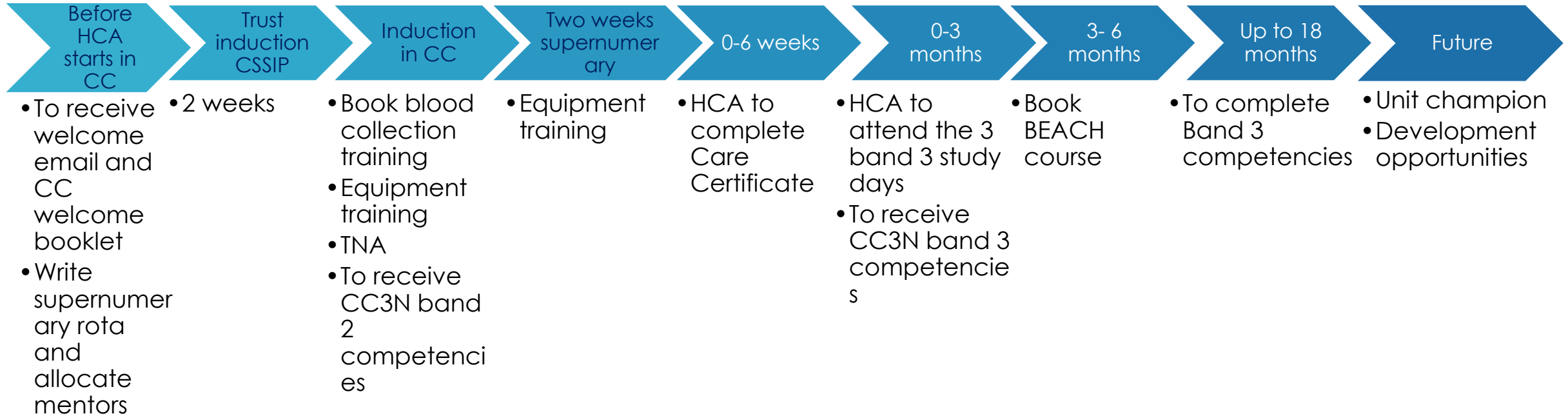
- Yes
- No



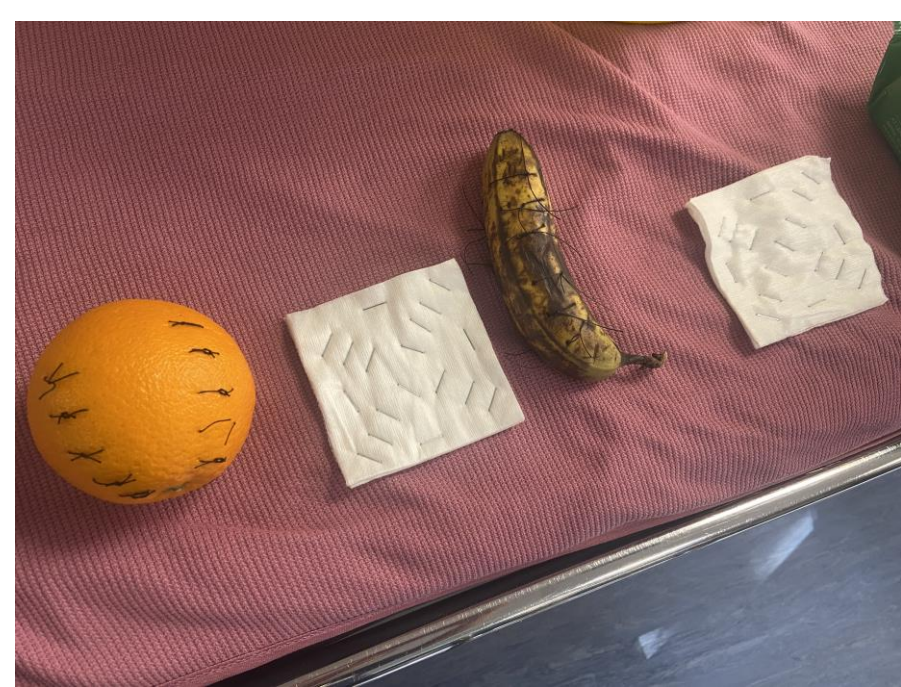
What would you like to see included in a potential new HCA Band 3 training programme?

- *“To be more tailored for critical care”*
- *“More understanding of delirium and the different types as we have a lot of SST patients. Also what you can do to help reassure the patient”*
- *“Need a one day classroom based to understand the role”*
- *“More training sessions”*
- *“It would be great to have more skills day”*

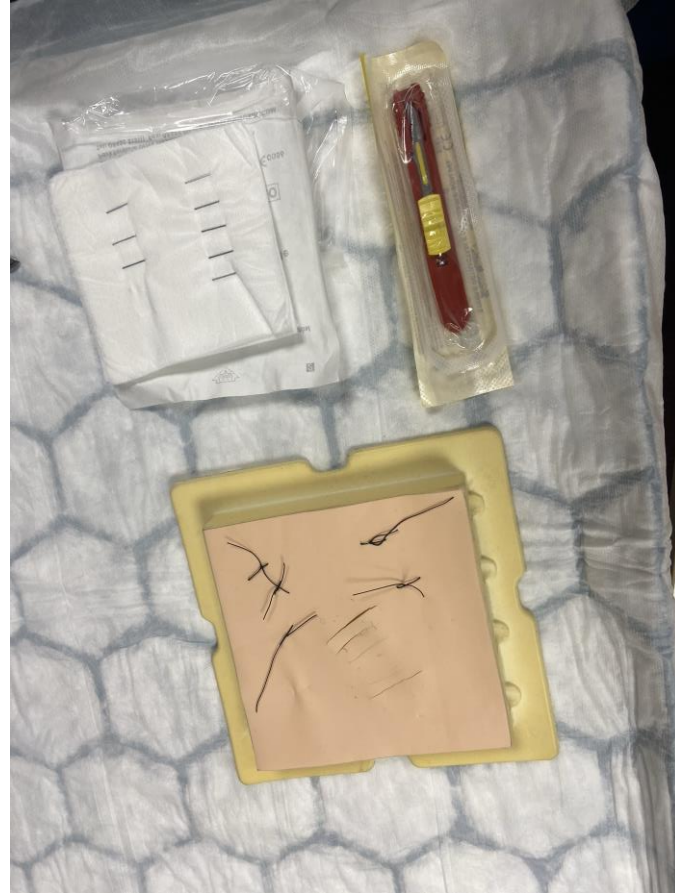
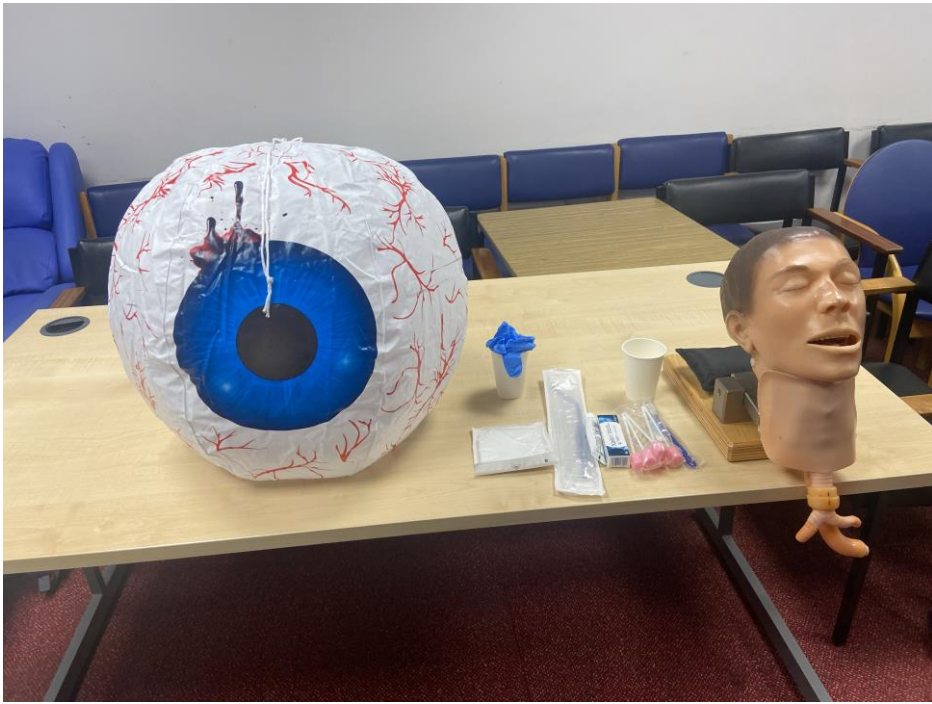
Revision of CC HCA Pathway



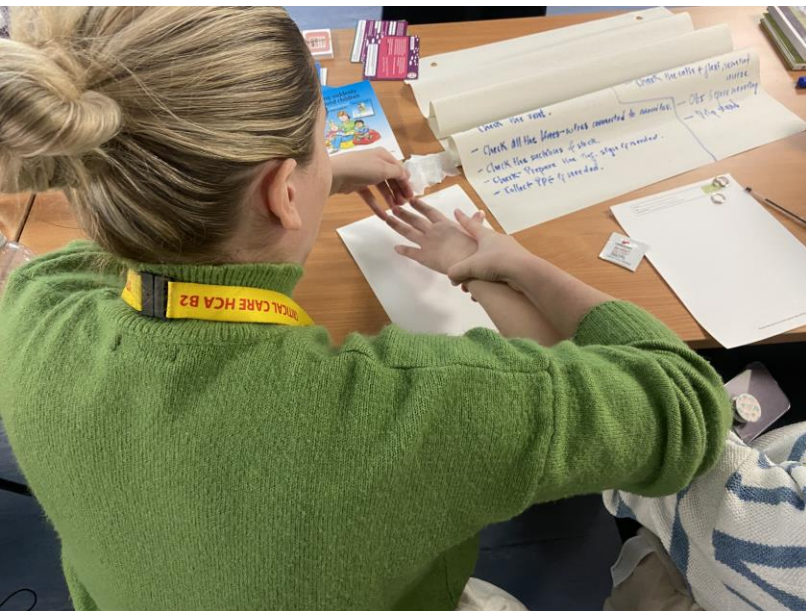
DAY 1	DAY 2	DAY 3
MORNING SESSION	MORNING SESSION	MORNING SESSION
Promote psychological wellbeing in CC and communication	Patient's vital signs and NEWS scoring system	Admission, transfer and discharge in critical care
Duty of care	Airways and tracheostomies	Delirium
Documentation and Mental Capacity Act	Principles of the cardiovascular system and ECG	Rehab
Fundamental of care	Practical: tracheostomy suction and ECG	Practical: moving and handling of the patient with artificial airways, proning, spinal precautions
ANTT theory		
AFTERNOON SESSION	AFTERNOON SESSION	AFTERNOON SESSION
ABG machine training	Diabetes	End of life care
Practice stations: ABG sampling, bladder scanner machine, ANTT	The use of glucometer machine	Care after death
	Nutrition in critical care	Mentoring others



Day 1







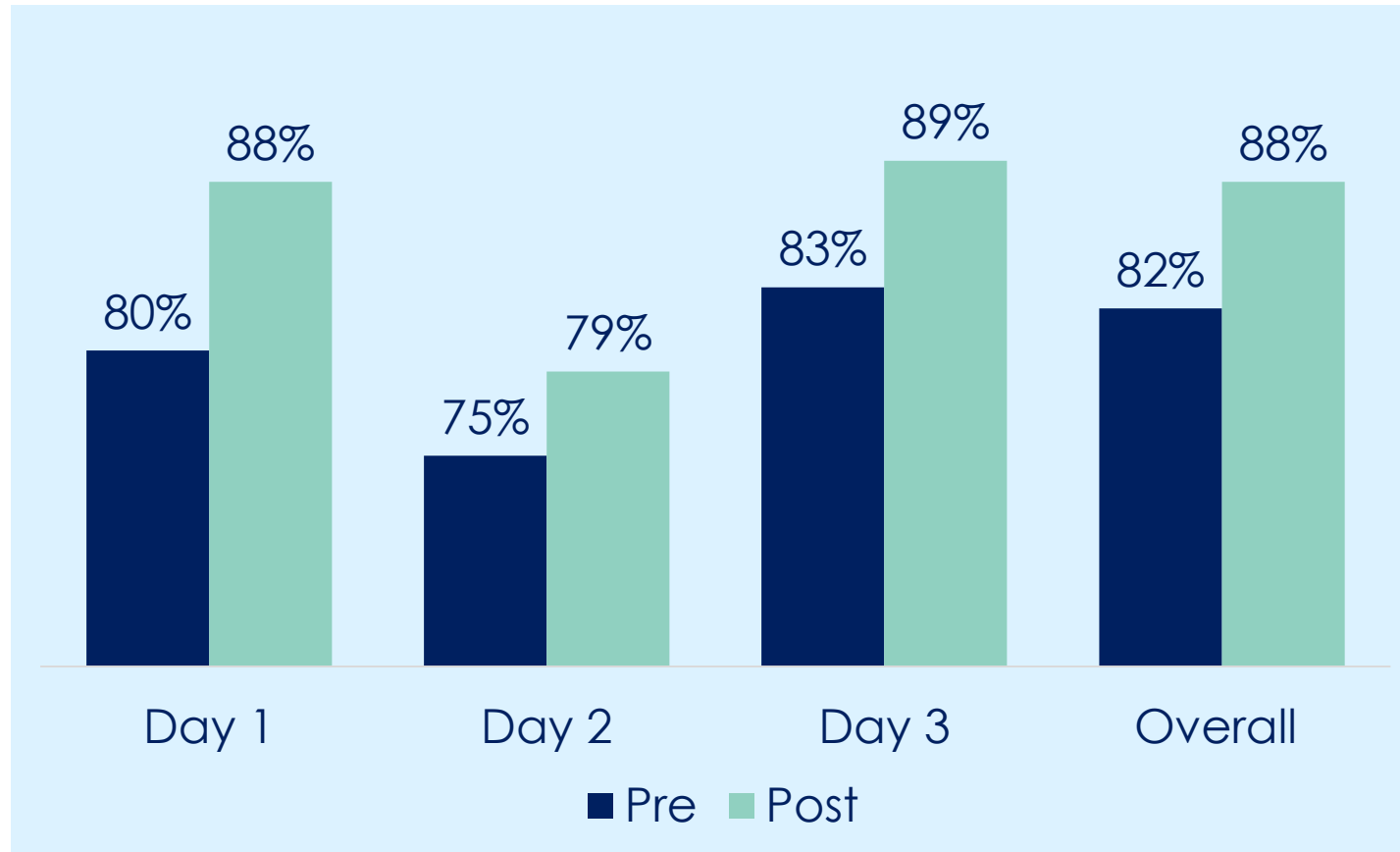
Admission

- You speak to the Nurse In Charge and they tell you the following:
"We have just cleaned Bed 4 and we now have a patient coming in 32 minutes, can you get the bedspace ready please?"
- What are your immediate thoughts and what needs to be done and why? Write down on the flipchart paper in

Critical Care Units Addenbrooke's Hospital
Cambridge University Hospitals NHS Foundation Trust

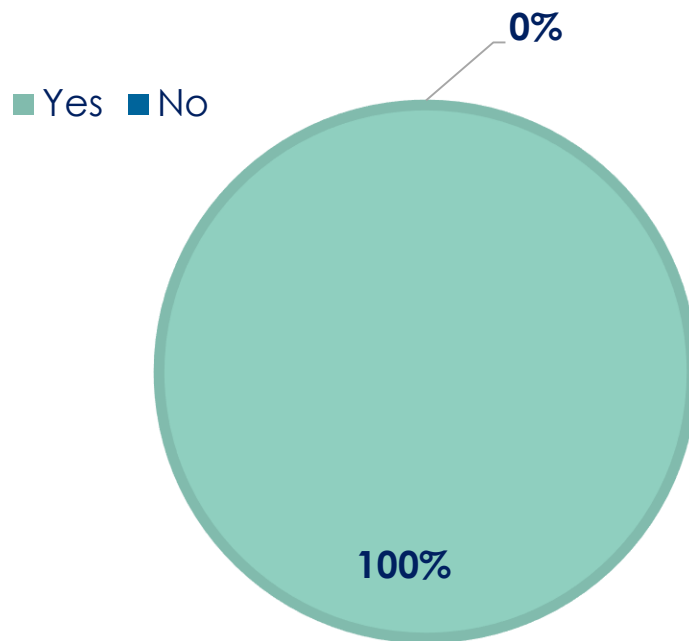


Assessment of knowledge



The pre and post-training day MCQ tests revealed an average improvement in HCAs' knowledge by 6%

Has the programme contributed to increase your confidence in looking after critically ill patients?



“Yes, it certainly informed me on a more holistic approach to nursing our patient and it makes us feel more useful”

“As a new starter, after attending this programme, it helped me develop skills wise and that contributed on confidence for me”

“My confidence has improved because I know how to care for ICU patients through this training”

“I feel like I have a better understanding of what to do in certain situations”

- Organisation approval
- MDT availability
- Clinical support
- Workload
- Cultural change

PRACTICE DEVELOPMENT TEAM



WHAT BAND 3 HCAs CAN DO IN OUR UNIT

- | | |
|--|---|
| <ul style="list-style-type: none"> • Collect ABG samples, analyse ABG and VBG samples • Suction tracheostomies via closed inline suction supervised by RN | <ul style="list-style-type: none"> • Perform bladder scan • Empty NG bag, stoma bag • Record ECG • Perform oral hygiene on ventilated patients - supervised by RN • Perform oral hygiene independently on self ventilated patient |
| <ul style="list-style-type: none"> • Capillary glucose and ketones monitoring with glucometer machine • Record vital signs, intake and outputs | |
| <ul style="list-style-type: none"> • Assist with admission, transfer, end of life care and last offices • Aseptic technique - can perform simple wound dressing removal of sutures, staples/clips and drains | |

- The findings highlight that the Programme enabled the HCAs to increase their knowledge and confidence in providing care to CC patients.
- However, a project limitation was the small participants' sample.
- Future research should be conducted on a larger scale.

Critical Care National Nurse Network Leads (2022) *National Competency Framework for Health Care Support Workers in Adult Critical Care Assistive Level (Band 3)*. Available at:
https://www.cc3n.org.uk/uploads/9/8/4/2/98425184/working_version_-_cc3n_hcsw_assistive_proficiencies_-_working_version_july_2022.pdf (Accessed 10/08/2022)

The Faculty of Intensive Care Medicine and Intensive Care Society (2022) *Guidelines for the Provision of Intensive Care Services*. Available at: <<https://ficm.ac.uk/sites/ficm/files/documents/2022-07/GPICS%20V2.1%20%282%29.pdf>> (Accessed 12/03/2023).

Any questions?

Celeste Formenton

Critical Care Practice Development Senior Sister

celeste.formenton@nhs.net

