

Standardised Healthcare Support Worker Training & Competency Across Lancashire & South Cumbria (L&SC) Critical Care Network

Introduction

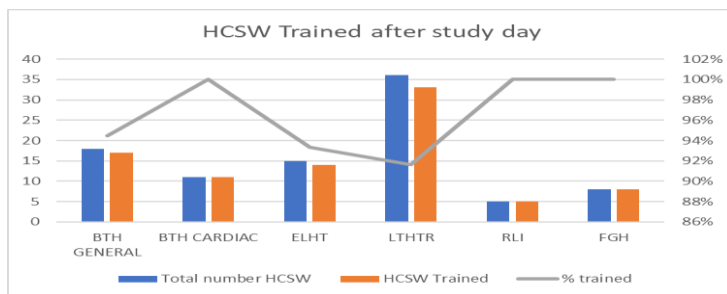
The Intensive Care Society (2022) 'Guidelines for the Provision of Intensive Care Services V2.1' identifies that Intensive Care areas must develop healthcare support worker (HCSW) roles to assist registered nurses in delivering direct patient care and maintaining patient safety. Across L&SC Critical Care Units, HCSWs are an integral part of the multi-disciplinary team. All our HCSWs have successfully attained a care certificate and local role specific training delivered, based on competency packages, with each unit/trust delivering their own separate training. This led to a variation in training, proficiency and competency. Expertise from within the MDT was not maximised and expectations of role and training were varied.

Method

A Task & Finish Group (T&FG) was created to look at the improvement of the training and education and how it could be standardised for HCSWs working in the L&SC Network. The T&FG aimed to improve and align education and training for band 2 & 3 HCSW, and release efficiencies in delivery of network level training, alongside the implementation of a standardized, bespoke competency package based on the existing CC3N HCSW competencies. The group consisted of a Lead Nurse, Practice Educators and discussions with HCSW.

Results

Following seven training sessions, a total of 95% of all band 2 & 3 HCSW had received the standardised training across our 6 Critical Care units. This has shown a positive impact in becoming competent within this team of staff.



Conclusions & Lessons Learnt

- Increased number of HCSW attendance in training days and working towards competency completion across L&SC Critical Care Network.
- Aiming 100% compliance.
- Continuing standardised education and training programme which is embedded throughout L&SC Critical Care Network with a view to add refresher training to maintain skills and knowledge.
- Collaboration across L&SC Critical Care HCSW group providing peer support and improving morale. This is evidenced in the various forms of feedback received.
- L&SC Critical Care Practice Educators group support network enhanced.

