



ISSUE 2 | Autumn 2019

We hope you enjoy our newsletter which is aimed at Nursing, Midwifery and Allied Health Professions Healthcare Support Workers.

We plan to publish this newsletter quarterly, look out for the next issue coming Winter 2019.

Get in touch at HCSW@nes.scot.nhs.uk and tell us what you think – we'd love to hear from you – your voice matters.



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This newsletter includes:

- The HCSW Advisory Group
- Highlights from North Regional Event
- Forthcoming regional events
- AHP Assistant Practice Educators
- SPOTLIGHT – Showcasing HCSW Story
- Resources to support you
- Share your stories



THE HCSW ADVISORY GROUP

The Healthcare Support Worker (HCSW) Advisory Group was set up by NHS Education for Scotland in 2015 as a way of hearing directly from HCSWs working in Nursing, Midwifery and Allied Health Profession teams. The HCSW “voice” is at the heart of our HCSW Programme and is enormously important in keeping NES in close touch with what support workers want and need and letting us know if we are getting it right. They have three key goals which shape the group’s work:

1. To represent the voice of HCSWs
2. To share and increase awareness of NES’s work and resources across their networks
3. To develop educational resources with NES to support HCSWs career development

The most recent activity for the group is the development of My Learning My Way resource, which we will showcase in the next edition of the newsletter.



DATES FOR YOUR DIARY

The west region event will take place on 5th November 2019. Booking is now closed, and places have been allocated.

The East region event will take place on 3rd March 2020. Booking will open on 8th November 2019, close on 13th December 2019 and places will be allocated by mid-January 2020. Keep an eye out for more details on our [website](#).



AHP Assistant Practice Educators

Associate Practice Educators have proven to be able to represent the HCSW voice and the learning needs of HCSWs in nursing, midwifery and allied health profession teams. NES have worked closely with NHS Grampian who originally piloted this role in 2016 with nursing and midwifery HCSWs following a visit to Portsmouth Hospitals NHS Trust. In 2017 AHP Practice Education Leads (AHP PELs) were invited to bid as part of the AHP Career Fellowship Scheme to test the role. NHS Dumfries and Galloway and NHS Lothian AHP PELs were successful in being awarded fellowships which were recruited to locally.

AHP Assistant Practice Educators are already making a big impact in their part-time roles. They signpost to learning resources, help HCSWs have meaningful Personal Development Plan conversations with reviewers using NES's HCSW Learning Framework, and support learners undertaking formal programmes of learning. It is proving to be a valuable role in terms of addressing equality of access to learning opportunities, and by using a peer educator model, HCSW's learning needs and career development conversations are increasing in both frequency and quality.

A full report of the impact of this exciting development will be available early 2020.



SHOWCASING HCSW STORY



Midpark Healthcare Support Worker Development Programme

Midpark is an 81 bedded mental health hospital supporting service users from across Dumfries & Galloway. The hospital has six wards supported by a workforce of 82 HCSWs.

As part of the Scottish Improvement Skills Programme, we undertook a project to support development and career progression within the Inpatients Service with a focus on promoting and valuing the role of HCSW's.

Aim: 60% of all HCSW would have an active Personal Development Plan by April 2019. This would be visible via TURAS and in line with the HCSW Learning Framework (developed by NHS Education for Scotland) as part of “Everyone Matters” 2020 Workforce Vision.

Method: 12 HCSW’s and their Clinical Supervision Mentor were recruited to the development programme. The improvement methodology utilised is illustrated in the project [poster](#) dovetails nicely with the Patient Safety Programme under the Change of Leadership and Culture Driver.

Whilst the project met the aims, the poster does not capture the positive experience we had in running the project - the positivity generated by the balancing measures far outweighed our project aim success. Highlights included:

- watching colleagues grow, develop, generate ideas, share vision for service improvement and deliver on projects from these visions
- embedding the four pillars of practice in their day-to-day language and practice which proved empowering and motivational

Next steps: exciting times are ahead as we move into cohort two of the programme, sharing the successes to date, building new experiences and laying down the strong foundations for success in our future workforce.

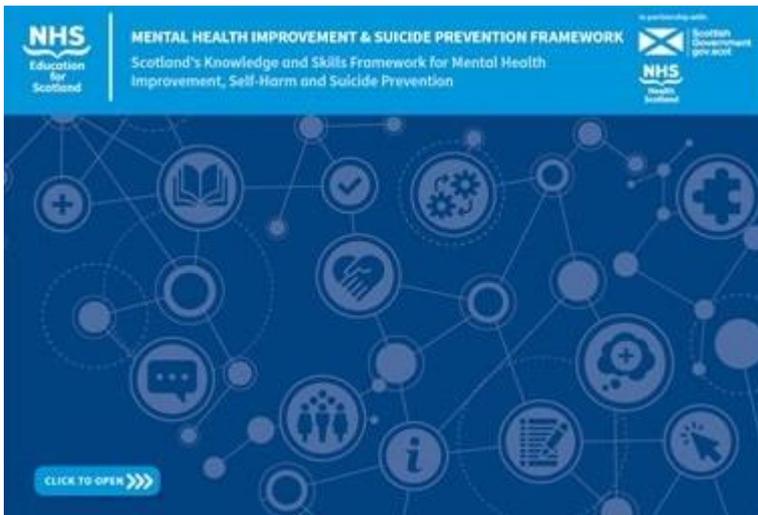
If you would like to find out more or have any questions about the project, please contact Margaret Wyllie, Service Development HCSW Lead - mwyllie@nhs.net



Mental health improvement and prevention of self-harm and suicide

Aimed at those working across health and social care settings, and beyond, this Framework is designed to enable individuals, their teams and managers to identify and understand the values, knowledge and skills expected of them in mental health improvement and the prevention of self-harm or suicide. It will also help identify gaps or strengths in staff knowledge and skills.

The Framework articulates the knowledge and skills required across 4 levels of practice: **informed, skilled, enhanced and specialist**. These are based on the nature and frequency of contact that staff have with people who may be at risk of, or affected by, mental ill health, self-harm or suicide. The Framework and supporting animations are available on [Turas Learn](#).



Talking and Being with People who are Bereaved

The video is aimed at those working in health and social care settings and helps staff communicate with families dealing with bereavement and provides some ways to sensitively approach these interactions; to have the confidence to talk or just listen. The video is available on [NES Vimeo](#). The video is one of many resources on topics related to death, dying and bereavement which can be found on the [NES Support around Death website](#)



SHARE YOUR STORIES

We would love to hear from HCSWs or those working with and supporting HCSWs to hear your stories of learning and development opportunities, journeys and projects happening locally, so we can share them with a wider audience. Contact the team at HCSW@nes.scot.nhs.uk



In the next edition

- Highlights from the west region event
- My Learning My Way
- CNO Widening Participation – what this means for you
- Masterclass working with leaders in NHS Grampian to maximise HCSW roles
- Website transition to TURAS Learn
- Resources to support you

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