



ISSUE 1 | Summer 2019

## Welcome to the first NMAHP Healthcare Support Worker (HCSW) newsletter.

We hope you enjoy our newsletter which is aimed at NMAHP Healthcare Support Workers. We plan to publish this newsletter quarterly, look out for the next issue coming Autumn 2019.

**Follow us on Twitter @NES\_hcsw**

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

### In this edition you will find:

- Meet the NMAHP HCSW Team at NES
- Dates for your diary – upcoming NMAHP HCSW regional events
- NES HCSW Learning Survey National Report April 2019 – find out how 3,500 NMAHP HCSWs responded to the survey questions
- Details of resources to support you
- A new project coming your way on recognition of prior learning
- Sources of funding



## MEET THE TEAM



The HCSW team at NES aims to support learning and development for the 21,000 NMAHP Healthcare Support Workers (HCSWs) across Scotland. The team consists of Linda Tripney, June Livey, Lesley Armstrong, Karen Mundle, Annemarie Rennie, Linda Harris and Jane Cantrell (left to right).

We aim to develop a sustainable and capable NMAHP support workforce in Scotland by:

- increasing access to and awareness of learning and development opportunities
- influencing the career and role development of HCSWs
- supporting the contribution that HCSWs make to the delivery of safe, effective and person-centred services.



## DATES FOR YOUR DIARY

### Regional events for NMAHP HCSWs

**9th September 2019, North Region, Aberdeen**

**5th November 2019, West Region, Glasgow**

**3rd March 2020, East Region, Edinburgh**

These events will showcase good examples of practice relevant to HCSW role's in relation to clinical skills, leadership, service improvement and facilitating learning. The programme will include keynote speakers, workshops, time to network with colleagues and opportunities to learn and reflect on your learning.

**Booking closed 19th July 2019 for the north region event.**

**Booking opens on 5th August 2019 for the west region workshop at**

**<https://events.nes.scot.nhs.uk/hcsw-west-november-2019/>**

We will keep you posted when booking opens for the east region event.

Book early to avoid disappointment. We always give priority to first time attendees.



## HCSW Learning Survey National Report April 2019

We are delighted to share the NES Healthcare Support Worker (HCSW) Learning Survey National report April 2019, 3,461, or 16% of all NMAHP HCSWs in NHSScotland took the time to complete the online survey which NES ran between April and June 2018. HCSWs make up 28% of the overall nursing and midwifery workforce and 18% of the AHP workforce.

The survey asked 36 questions in three sections:

1. About you
2. Your qualifications
3. Learning and careers

Fifty nine percent of HCSWs who responded would like to be able to progress their careers further, either to a higher banded HCSW post or to become a registered nurse, midwife or allied health professional. There are significant challenges in terms of funding to gain qualifications, and the ability to “earn and learn” is a route which many HCSWs told us they would welcome.

Four main themes emerged which were felt to be enablers to developing in HCSWs roles:

1. **Protected time to learn**
2. **Support from managers and team colleagues**
3. **Funding – being able to earn and learn is important**
4. **Information on how to develop, and what options are available**

Read or download the full report [here](#) For more information contact [HCSW@nes.scot.nhs.uk](mailto:HCSW@nes.scot.nhs.uk)



## RESOURCES TO SUPPORT YOU

### HCSW Learning Framework

The framework supports clinical HCSWs to learn and develop in post and increase access to learning and development opportunities, it introduces the **4 Pillars of Practice** for HCSWs which are **Clinical Skills, Facilitating Learning, Leadership and Service Improvement**. It can help you to:

- Fully develop in your current role
- Have a meaningful conversation about your learning needs as part of Turas Appraisal
- Prepare for a higher banded HCSW role
- Find qualifications which will support your career progression

The most important aspect of the **HCSW Learning Framework** is how it is used in practice. If you would like advice or support to implement the HCSW Learning Framework please contact [hcsw@nes.scot.nhs.uk](mailto:hcsw@nes.scot.nhs.uk)

You can access the HCSW learning Framework at <https://supportworkercentral.nes.scot.nhs.uk/learning/hcsw-learning-framework/>



**Support Worker Central** is designed to support Healthcare Support Worker learning and development by providing resources and information in one central website.

Access at <https://supportworkercentral.nes.scot.nhs.uk/>



**Healthcare Support Worker Toolkit** is designed to support all managers and educators who are involved in developing healthcare support worker roles and also houses the Mandatory Induction Standards learning resources for new HCSWs.

Access at <http://www.hcswtoolkit.nes.scot.nhs.uk/>

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### Making delegation safe and effective

This learning resource draws on information from a range of sources, bringing together guidance from professional bodies, the law and best practice to help you access information and advice on making informed decisions about delegating tasks and about accepting tasks delegated. Opportunities to reflect on your practice are also included. The learning resource may also be relevant for any staff group where delegation is required. To find out more, access the resource at

<https://learn.nes.nhs.scot/3652/>



### NEW: Recognition of Prior Learning



Recognition of Prior Learning (RPL) helps you get recognition for the learning you have done in a work-based environment and from learning from life experience to support your personal and career development. RPL Guiding Principles have been produced to provide a consistent approach across NHSScotland and are underpinned by the quality assurance mechanisms within learning providers, and the [Scottish Credit and Qualifications Framework](#) Further details are available within the [Guiding Principles Document](#).

We have identified several Health Boards to take part in a pilot to ensure the Guiding Principles and the Five Step Process are fit for purpose, before a national roll out in 2021. If you would like to get involved in the RPL pilot study and help influence how it works for you and your workforce, please contact: [asktheteam@nes.scot.nhs.uk](mailto:asktheteam@nes.scot.nhs.uk)



## Sources of Funding

Are you thinking about undertaking some type of formal training or qualification, but funding is holding you back? Are you aware of the following funding options:

- NHS Health Board or department Endowment Funds, you should check out if funding is available in your Board. Check your local intranet or contact your local educator or HR department.
- Part-Time Fee Grants from the [Student Awards Agency Scotland](#).

If you are planning to undertake a qualification at Scottish Credit and Qualifications Framework (SCQF) level 7 to 10 (e.g. Scottish Vocational Qualification (SVQ) 3, Higher National Certificate (HNC) etc) you might be eligible for a Part-Time Fee grant. To qualify for this support, you must have an individual income of £25,000 a year or less, including bonuses and overtime, check the Student Awards Agency for Scotland website for further information.

- [Individual Training Account](#)

Individual Training Accounts are available to support learners to undertake a single training course or training “episode”. If you meet the eligibility criteria you will receive up to £200 towards your learning.

- [AHP Career Fellowships funding](#)

The AHP Careers Fellowship Scheme supports career development for the AHP workforce in the public health and social care sector in Scotland. It does this by funding AHP staff to participate in a learning programme and to lead and deliver a work-based project.



## In the next edition ....

### In the Autumn newsletter we will explore:

- Highlights from north regional event
- HCSW Advisory Group
- My Learning Plan
- CNO Widening Participation – what this means for you

We would like to hear from you so that we can include and share your stories of healthcare support worker activities taking place locally. Get in touch with the team and we can include information in the next edition. Contact [hcsw@nes.scot.nhs.uk](mailto:hcsw@nes.scot.nhs.uk)

Please encourage colleagues to sign up to this newsletter. Go to <http://eepurl.com/gt3fF9> and complete the short sign up form.

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