



Winter 2019/2020 HCSW Newsletter

Welcome to the third NMAHP Healthcare Support Worker Newsletter

We hope you enjoy our newsletter which is aimed at Nursing, Midwifery and Allied Health Professions (NMAHP) Healthcare Support Workers. We plan to publish this newsletter quarterly, look out for the next issue coming Spring 2020.



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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.

This newsletter includes:

- Highlights from the west region event
- Workshops for HCSWs in General Practice
- SPOTLIGHT: Service Improvement and Facilitating Learning in action
- My Learning ... My Way
- Understanding the Scottish Credit and Qualifications Framework (SCQF)
- Routes into Nursing
- Resources to support you – Project Lift

West Region Event Highlights

The second regional HCSW event took place on Tuesday 5th November in The Grand Central Hotel, Glasgow. 155 delegates were able to attend the event, which was very oversubscribed. Delegates attended from NMAHP, Business and Administration and Estates and Facilities roles.

David Garbutt, NES Chair delivered a welcome to the delegates before they attended a variety of workshops throughout the day. Feedback about the event was very positive:

“Fantastic day and provided with plenty of support and information”

“I thoroughly enjoyed the event and found it to be a very positive day”.

“Left feeling happy that we are being recognised and looking forward to my training possibilities”.

East Region Event – 3rd March 2020

Booking for the third regional event to be held in Edinburgh on 3rd March 2020 has now closed and the event is fully subscribed. We look forward to sharing learning and networking with HCSWs at this event.

Workshops for Healthcare Support Workers in General Practice

Are you a HCSW working in General Practice?

Two workshops are being planned and these are scheduled for:

- 26th March 2020 (Glasgow)
- 30th March 2020 (Edinburgh)

Information will be available soon on how to register your interest. In the meantime save the date in your diary.

*** SPOTLIGHT: Service Improvement and Facilitating Learning in action ***



My name is Kirsty Paton and I am one of the Assistant Practice Educators testing out this exciting new role in Dumfries and Galloway as part of the NES AHP career fellowship.

As part of this experience, I have had the opportunity to complete the Scottish Improvement Skills (SIS) programme, where I was able to introduce, trial and test out an improvement idea as well as develop my own service improvement and facilitating learning knowledge, skills and practice. Download my [SIS project poster](#) for full details.

Introduction of Lunch & Learn sessions for Allied Health Profession Healthcare Support Workers

An AHP Support Worker learning forum called “**Lunch & Learn**” was successfully developed at Galloway Community Hospital, Stranraer in 2018. The “Lunch & Learn” forum built a peer support network for often isolated or individual support worker roles and fostered self-directed learning. The aim of the project was to introduce the “Lunch & Learn” format to AHP Support Workers in Dumfries and for peer learning to ultimately be sustained, valued and self-directed.



“Lunch and Learn” sessions are where AHP Support Worker staff from all AHP disciplines have lunch together, with an opportunity to connect followed by some bite-size learning.

It's informal and discussion based with shared topics of interest. The learning can take a variety of formats - peer led, peer support, guest speakers, bite-size workshops or ted talks with take away information for further self-directed learning. There is a rotating responsibility for organising and sessions have been supported by senior managers from the outset.

Our journey

We held an introductory session, inviting AHP HCSWs to attend and gathered views about how staff felt about existing learning opportunities. From the information obtained we set up monthly “Lunch & Learn” sessions working through the learning topics suggested by HCSWs.

Plan Do Study Act (PDSA) cycles allowed changes to be tested and we were able to recognise what wasn't working so further changes could be made leading to improvement. We tried smaller group sizes, venues nearer work place, bite-size workshops and ways to improve communication.

The Introduction of Lunch & Learn sessions improved learning culture and increased peer support. Staff felt valued, supported and able to build stronger interdisciplinary relationships.

“It's an opportunity to come together, learn together and support one and other”

Sessions allowed an opportunity for self-reflection and a safe place to consider learning. Staff were motivated to develop their own learning with a patient centred focus. Staff who attended regularly increased in confidence. The sessions provided access to peer learning with minimal time away from direct patient care. AHP Support Workers as learners raised their profile and registered AHP colleagues developed similar models.

Our learning

Understanding the differences in a larger and more complex setting was key to enabling the testing of changes required to meet the needs of AHP Support Workers in Dumfries. Outcome measures confirmed a preference for small groups and a combination of learning formats. Staff valued an opportunity to meet as a group but felt Lunch & Learn is still developing. AHP Support Workers are motivated and engaged to learn but will still prioritise direct patient care and team commitments before their own learning.

Personally, I have learned that human factors and differences make forming sustainable groups in a new setting challenging. Just because something is successful in one place does not mean it can be replicated easily in another, you need to understand the component parts first and use that knowledge to put existing ideas into action

If you have any questions about “Lunch & Learn” or would like to know more about the project, please contact Kirsty Paton, Assistant Practice Educator – kirsty.paton@nhs.net

My Learning ... My Way



The latest resource was developed through co-production with the HCSW Advisory Group.

My Learning ... My Way builds on the existing NES resource “My Learning Plan” and has been adapted for HCSWs in nursing, midwifery and allied health professions.

Maximising the collective experience of group members to produce a resource for HCSWs developed by HCSWs ensured that collaborative working was at the heart of this development journey.

Copies of My Learning ... My Way will be distributed via the HCSW Advisory Group and Education Network and through our regional events in 2020. If you would like copies, please contact hcsw@nes.scot.nhs.uk

“Excited to use My Learning ... My Way, lots of information but designed to be eye catching and an easy read. One of the many ways it will be used in NHS Grampian is in the induction programme, so it forms part of the HCSW journey from the outset.”

Linda Ewen, Associate Practice Educator, NHS Grampian and member of HCSW Advisory Group

Your guide to understanding the



This is Scotland's national qualifications framework which helps you understand the wide range of Scottish qualifications available and provides a view of the education landscape that helps you to orientate yourself, wherever you are.

The key characteristics

There are 12 levels to indicate the level of difficulty of a qualification from National 1 Awards at SCQF Level 1 up to Doctoral Degree/Professional apprenticeship at SCQF Level 12	All learning associated with the SCQF is formally assessed , has a minimum of 10 hours learning , is based on learning outcomes , and is externally and internally quality assured	The SCQF Framework can be linked to other frameworks in the UK and Europe so useful for recognition of prior learning purposes.
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The SCQF helps you to:

Understand the types of qualifications to progress with your learning journey, improving your skills, knowledge and understanding	Support the development of progression routes to maximise the opportunities to transfer credit points between qualifications using <u>recognition of prior learning</u> , supporting your career pathway
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If you wish to apply for a job, but do not currently have the qualification required, but you have evidence of learning from experience in the workplace which is at the appropriate SCQF level, you can use [recognition of prior learning](#) to help you apply for positions.

To help you find qualifications and learning programmes across Scotland that are on the SCQF you can [search the SCQF database](#).

Routes into Nursing

NES has been working with a variety of stakeholders, including the nursing workforce, education providers and Scottish Government, to consider the different routes into nursing. The widening participation work has reviewed the options currently available to learners, including school leavers, adult learners and former qualified nurses thinking about returning to practice.

An infographic has been produced to show the **five main routes into nursing** education for all four fields of practice:

1. Traditional route direct from school
2. HNC articulation route
3. Open University route for healthcare support workers
4. Scottish Widening Access Programme (SWAP) for adult learners
5. Return to practice route for nurses registered with the NMC in the past

It also gives information about funding and includes links to both the [NHSScotland Careers website](#) and [My World of Work](#).

The poster complements the current nursing recruitment campaign, launched by the Scottish Government in November. In the same month, the infographic received positive feedback at the Skills Scotland events in Aberdeen, Edinburgh and Glasgow, where the NHS won the Best Employer stand. Copies of the **A2 poster** have been distributed to boards across Scotland for local nursing careers promotion. A **PDF version** can also be downloaded from the [NHSScotland Careers website](#).



Resources to support you

Leadership Development is one of the **4 pillars of practice** that underpins the learning framework aimed at supporting all healthcare support workers. If you have never thought of yourself as a leader before now, we really encourage you to. Yes - there are individuals who have formal leadership positions, yet we all know the **impact and leadership practices demonstrated by healthcare support workers make a real difference** to patients, their families and carers as well as alongside colleagues in the workplace.

Over the past 6 months we have been enjoying some meaningful and energising conversations with healthcare support workers about how we can all see ourselves as leaders. Working with Project Lift which is a fresh way of supporting everyone working in

health and social care services to grow, learn and develop potential in our leadership skills, no matter what role, level, profession or level of experience.

One of the best ways to begin to see ourselves as leaders is to fill in the **Project Lift, self-assessment questionnaire**, which takes around 30 minutes to complete and gives you instant access to your detailed report using the NHS leadership profile. Click on '**Get Started**' in the top right corner of any page on our website: www.projectlift.scot.

The report will give you ideas on how to build on areas of strength and development. The Project Lift website also hosts some great articles and resources that are accessible for everyone.

For anyone interested in taking their leadership development further, a conversation with your line manager would be invaluable. If you want to share your report with them this can help with ideas and options.

You can also access some e-learning resources on the **Leadership & Management Zone**. <https://learn.nes.nhs.scot/506/leadership-and-management-zone> Here you will find resources to help you be the best you can be as a leader in health and care.



SHARE YOUR STORIES

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

In the next edition we will explore:

- **Highlights from east region event**
- **SPOTLIGHT: NHS Lothian band 4 programme**
- **Highlights from HCSW general practice workshops**
- **Education resources to support the HCSW Learning Framework**
- **Turas Learn – the new home for HCSW resources**
- **Resources to support you**



Please encourage colleagues to sign up to this newsletter.

Go to <http://eepurl.com/qt3fF9> and complete the short sign up form.



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