

NHS Education for Scotland

Healthcare Support Workers and Widening Participation

Healthcare Support Workers - Key areas of work for 2019/20

1. Work with NHS Boards to support HCSW development and career pathways

The results of the NES NMAHP healthcare Support Worker Survey were published in May 2019.

<https://www.nes.scot.nhs.uk/newsroom/features-and-articles/nes-healthcare-support-worker-learning-survey-national-report-april-2019.aspx>

We have disseminated these results to the NHS boards and have been working with several boards to explore education and training options and career pathways for this workforce, using the HCSW Learning Framework.

<http://www.supportworkercentral.nes.scot.nhs.uk/media/1044/support-workers-guide-web-2016.pdf>

A key initiative that we are ‘rolling out’ is based on a master class model where band 6/7 nurses and midwives are facilitated to have time to think about service delivery, team composition and where HCSWs could be developed and educated to support the needs of their service. We have written up this model and have now used this process with half of the NHS Boards in Scotland with more requests coming in on a monthly basis.

http://www.hcswoolkit.nes.scot.nhs.uk/media/38531/hcsw_masterclass_project_report_final_2019.pdf

2. Stakeholder Engagement

As a team we engage regularly with our stakeholders in a number of different ways.

NMAHP Healthcare Support Worker Advisory Group

This group meets 3 times annually with HCSWs being the only participants (educators and managers only attend by invitation). This group supports our education work by commenting and co-producing educational resources and sharing practice from across Scotland.

http://www.supportworkercentral.nes.scot.nhs.uk/media/1063/nesd1077_hcsw-advisory-group-final.pdf

NMAHP HCSW Network

This group meets 3 times annually and includes participants who are educationalists who support HCSWs from NHS boards and organisations across Scotland. The agenda for this group usually includes presentations about various local and national (UK) initiatives as well as discussion about key topics agreed by the group e.g funding RPL etc.

Events

Delivery of 3 regional events for HCSWs across Scotland. These events have been consistently over prescribed for 2019/20. The aims of these events are to:

- value the contribution HCSWs make to the delivery of safe, effective, person centred care.
- raise awareness of learning and development opportunities
- demonstrate how the NES HCSW Learning Framework is currently being used in practice

In addition, 2 events for HCSWs working within General Practice are taking place in March.

As a team we also engage with HCSWs by twitter and through a quarterly newsletter that was launched in 2019. Meetings are also held with various partner organisations such as the Scottish Social Service Council

See link to current HCSW newsletter:

https://scottish.sharepoint.com/:w/s/7nes/nm/EehuPreKN-pJn9xxwZrrB_QBaYllzZZBwPx-W8uB0FhKZQ?e=4%3axQiY3h&at=9

3. Assistant Practice Educators

NES has been piloting the assistant practice educator role for AHPs within 2 NHS board areas. This pilot is for 2 years and will finish in March 2020. The pilot mirrors work that has already taken place in one NHS board area for nursing. An impact report is currently being written but we know from the previous pilot that band 4 associate/assistant practice educators can support the development of the HCSW workforce through peer education and facilitating educational opportunities and that this makes huge difference to this workforce. This idea was originally initiated in NHS Portsmouth.

http://www.hcswoolkit.nes.scot.nhs.uk/media/38534/nescd0970_associate_practice_educator_project_v4_1.pdf

Widening Participation into Nursing and Midwifery Educating and Careers - Key areas of work for 2019/20

The work undertaken during 2019/20 is primarily still related to the recommendations in the CNO widening participation report from December 2017.

Men in Nursing

A further piece of research was conducted across Scotland entitled: **Men on Pre-registration programmes of nursing in Scotland: an exploration of reasons for attrition and possible ways of improving retention.**

https://www.nes.scot.nhs.uk/media/4154554/men_in_nursing_attrition_retention_project_final_report_24.5.19_executive_summary.pdf

https://www.nes.scot.nhs.uk/media/4313341/men_in_nursing_attrition_retention_project_final_report_24.5.19_final.pdf

A national group Attracting and Retaining Men in Midwifery and Nursing (ARMAN) Working Group meets x3 times annually and is taking forward the recommendations from both the initial scoping research and this this report.

Career Pathways

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. This widening

participation work 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:

- traditional route direct from school
- HNC articulation route
- Open University route for healthcare support workers
- Scottish Widening Access Programme (SWAP) for adult learners
- 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 NHS Scotland Careers website and My World of Work.

The poster complements the current nursing recruitment campaign, launched by the Scottish Government last November. In the same month, it 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 NHS Scotland Careers website.

<https://careers.nhs.scot/media/41670/nescd1088-nhscareer-pathway-poster-web-links.pdf>

In addition to the above NES is working with Skills Developments Scotland to further develop their My World of Work website, so that potential individuals who are interested in nursing and midwifery careers can build their own career pathway and discover how to access nursing and midwifery degree programmes.

Work has also been undertaken this year to understand the challenges for students who have undertaken the HNC in Care and Administrative Practice and how these issues may be addressed to support this particular career pathway into nursing.

Recognition of Prior Learning (RPL)

In this project, NHS Education for Scotland (NES) facilitated the development of the guiding principles for recognition of prior learning for NHS Scotland, in collaboration with Boards and key stakeholders including the Scottish Credit and Qualifications Framework Partnership. These [Guiding Principles](#) are designed to ensure that RPL is person/learner centred, flexible, standardised, transparent, accessible to all, collaborative and quality assured.

To help HCSWs (and other staff) record evidence of learning from experience gained in the workplace and through life experience to gain recognition (formal or informal recognition) a learning portfolio on Turas will shortly be available.

Jane Cantrell

Programme Director

January 2020.

Update report from CCPS Workforce team on areas relevant to CDN

Recruitment, Pathways and Retention:

Aim	Activity	Information
Support collaborative working to address recruitment challenges	<ul style="list-style-type: none">▪ Lead and facilitate voluntary sector recruitment working group (Because Scotland Cares)▪ Engage with statutory and independent sector partners, policy makers and regulators▪ Link with SSSC/ SG work▪ Promote positive image of sector	<ul style="list-style-type: none">▪ Because Scotland Cares has launched a joint voluntary sector website www.becausescotlandcares.co.uk joining together 25 social care providers to find a mechanism to educate and encourage people to consider jobs in the sector. 2,500 individual users accessed the site during the first week. There is also a social media campaign in progress. The branding is aimed to reduce barriers, be gender neutral and is especially attuned to you people. Colleges and careers advisors may find this site useful when talking to students about the diversity of options and richness of possible career pathways in health and social care.▪ A collaborative facilitated workshop was held in December 2019 to explore the barriers to recruitment into the sector most highlighted: referencing and detailed data heavy application processes. Thanks to Lynn Orr (New College Lanarkshire) for attendance on behalf of CDN. Also in attendance was: SSSC, CI, SDS, Scottish Care with private providers, CCPS with voluntary sector providers, SPDS on behalf of local authorities. The informed and wide views were extremely helpful in further progressing work strands in agreeing a standard 'lighter' reference, and engaging in the concept of matrix applications (where information is not all required at the beginning). CDN have such good understanding and experience of working with students that we would like to keep this connection going for relevant work strands.▪ CCPS have had regular engagement and been within the advisory group with the Scottish Government's national recruitment marketing strategy and been involved in the site, launch and distribution of materials. Because Scotland Care's promotions have

		<p>complemented and used the materials. It will be interesting to see if applications to colleges/learning providers and employers increases as a result.</p>
Develop sustainable partnerships, that have upscaling potential or potential for wide impact	<ul style="list-style-type: none"> ▪ Identify key relationships and national resources for support i.e. Skills Development Scotland, Developing the Young Workforce 	<ul style="list-style-type: none"> ▪ Working with the Princes Trust in the aim of identifying/develop strong pathways for young people (16-30) and increasing the number of voluntary sector organisations across Scotland participating/involved in future projects or tools. The Trust are looking at alternative models for delivery to more young people across regions. We anticipate playing a role in this during 2020. ▪ Working with the Robertson Trust in exploring (paid) internships for students. ▪ Discussions around the foundation apprenticeship and how it is working as a bridge in for young people who are at or under SCQF level 5 and interested in social care. ▪ DYW Scottish Biggest Parents Evening (#SBPE) held on 30th January 2020 and Because Scotland Cares had multiple members represented and engaging with young people and their parents across 5 locations. Understanding that health and social care is a growth area and related skills are 'future skills' does not seem wide spread. ▪ SSSC – use of SSSC careers booklets when engaging with people interested in joining the sector including qualification pathways. ▪ SSSC Careers Advisory Group – participation in the group and linking in with Kerry Cannon will enable us to work collaboratively with a wide spectrum of stakeholders to strategically develop career pathways and improve opportunities for learning, recruitment and retention in the sector.

		<ul style="list-style-type: none"> ▪ SDS- some of our members who have apprenticeships will be celebrating during with Scottish Apprenticeship week in March 2020.
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Workforce Planning:

Aim	Activity	Information
Support providers to develop competencies and skills to increase workforce planning capacity	<ul style="list-style-type: none"> ▪ Thinking forward-potential learning opportunities 	<ul style="list-style-type: none"> ▪ SG H&SC Integrated Workforce plan- we have attended this consultative group and the final review meeting in January. There is potentially an opportunity to explore learning needs that have become apparent during this process for senior managers and HR staff in the sector: workforce planning (data based) and succession planning and tools is not well used in the voluntary sector. Although there is potentially going to be a formal WFP qualification developed, availability of more basic & flexible training may also be helpful.

We are happy to discuss any aspect of this work or take questions. I have also added some general information about CCPS at the end of this report.

Katherine.wainwright@ccpscotland.org.uk

CCPS is the Coalition of Care and Support Providers in Scotland.

Our mission is to identify, represent, promote and safeguard the interests of third sector and not-for-profit social care and support providers in Scotland, so that they can maximise the impact they have on meeting social need. CCPS exists to:

- Champion quality care and support provided by the third sector
- Challenge policy and practice that inhibits or undermines the sector's ability to provide quality care and support
- Prepare providers for future challenges and opportunities
- Support providers to understand, negotiate and influence the complex policy and practice environment in which they operate.

CCPS membership comprises over 80 of the most substantial care and support providers in Scotland's third sector, providing high quality support in the areas of community care for adults with disabilities and for older people, youth and criminal justice, addictions, homelessness, and children's services and family support. The combined membership of CCPS:

- Supports over **206,000** people and their families
- Employs approximately **43,000** staff
- Works in all **32** of Scotland's council areas, with many members also providing services elsewhere in the UK and internationally

All the members of CCPS are non-profit distributing organisations, accountable to independent boards of trustees who offer their individual time and expertise purely on a voluntary basis.

SSSC update February 2020

We have launched an updated SSSC news page which can be found at
<https://news.sssc.uk.com/>

Social Service data

We've published new resources for you to use to compare social service workforce data between local authority areas for benchmarking and understanding the differences across Scotland.

<https://news.sssc.uk.com/news/new-data-tool>

Codes of practice

We have some good videos on "How do you use the Codes in your practice?"

We spent the day at Oranges & Lemons Children's Nursery, Technology Park, Dundee to find out how the SSSC Code of Practice for Social Service Workers reinforces their day to day work. Find this at:

<https://news.sssc.uk.com/news/sssc-codes-in-practice>

ELC Scottish government work

Launch of the new Scottish Government induction resource and the CPL modules from the Scottish Government now on our webpage

<https://lms.learn.sssc.uk.com/course/index.php?categoryid=6>

We continue to meet on a regular basis with the Scottish Government as they move towards the 2020 expansion of Early Years

Independent Care Review

SSSC welcome the findings of the Independent Care Review as an important step in improving the lives of children, young people and those with care experience. The SSSC contributed to the workforce work group, which was one of 10 that examined different aspects of the care system.

We've produced a new ebook to help you create content and develop open badges for your learning.

23 things digital

Our 23 Digital Capabilities learning resource has been incredibly popular since it was launched and we've received lots of requests from organisations to help create their own online learning using the 23 Things framework.

<https://news.sssc.uk.com/news/create-23-things>

Update – Denise Millan, Peeple - supporting parents and children to learn together

The Peep Learning Together programme is an evidence-based, early intervention programme, that supports parents and carers to learn together with their children. The programme aims to improve secure attachments relationships and to improve the home learning environment. The programme has embedded qualifications that are available for parents, carers and others (students, pupils and volunteers) to complete, based on their interactions with a child/family. Peeple, the organisation who deliver the Peep Learning Together Programme training were recently successful in a tender to the Scottish Government's Child Poverty Action Fund to deliver training to 432 early years practitioners across Scotland, who work with families in the 20% most deprived areas.

Lecturing staff, assessors and managers from four Scottish colleges have attended the Peep Learning Together Programme training, and three are established in delivering Peep sessions for families within their campuses.

Nescol – Peep sessions are delivered by early years assessors, supported by Aberdeen City Council. The sessions have supported the council to reduce their waiting list of families waiting to access Peep. They also provide experience of family learning and parental engagement to early years students, who would not normally access a work placement

Inverness UHI – The sessions are focused on engaging local families, who may not normally enter the campus environment. Peep acts as a 'hook' to parents to build relationships with college staff and students. It is hoped that they will gain enough confidence to consider progressing on to a course at college. The college hopes to access funding to offer HNC Childhood Practice students training in the Peep Learning Together Programme, thereby improving their employment prospects upon graduation from college

Ayrshire College – Quarterly meetings were set up between the college, Peeple and North and South Ayrshire Council, who have Peep programmes embedded within their local communities. Since this partnership was formed the college has:

- Increased the number of community based student placements
- Built relationships with parents within community based Peep sessions, who are now considering attending college
- Arranged a rural SWAP course in early years for Peep parents who cannot access the campuses due to poor transport links
- Deliver Peep sessions in all three campuses, with dual benefits for families and students
- Arranged presentations on the Peep Learning Together Programme for 270 HNC and NC level 6 students across three campuses. Some of the students will be funded by the college to attend the Peep Learning Together Programme training, and others have chosen to self-fund a place on training

Staff from West Lothian College, Dundee and Angus College, and Perth College are booked on to our upcoming bespoke training course for college staff. This will take place on 9th and 10th March in Edinburgh. Places are still available at the one-off reduced price of £250+VAT (normally £395+VAT). If you wish to book staff on to the training, please use the booking form found below and send to training@peeple.org.uk, or contact Lyn.Patterson@peeple.org.uk for further information.

Peep Training booking form [see www.peeple.org.uk/training for course details]

Training courses for practitioners to enhance parent support and children's learning

Training Course	Price excl vat	No. of places	Training date	Training location
See entry requirements for some courses below.				
Learning Together Programme Training (2-day) - incl. online access to the LT Programme, and C&G accreditation.	£395			
Peep Antenatal Programme Training (1-day) - incl. online access to the Antenatal Programme. Do delegates meet entry requirements on website / leaflet? Yes / No	£190			
Early Communication Matters Training (1-day)	£95			
Peep Progression Pathway Training (1-day) Do delegates meet entry requirements on website ? Yes/ No	£100			
Payment and Cancellation Terms and Conditions: (Peep Learning Ltd Vat Registration no: 768 4173 94) Peep Learning Ltd, the trading arm of Peep, will invoice you within 5 days of receiving this booking form. Payment is due within 30 days of invoice date. Fees are only refundable if cancelled more than two weeks before the course. Peep will hold customers' contact details on our training database for the purpose of booking course places and sending out relevant pre- and post-course information (see www.peeple.org.uk/privacy-policy for further info).				

Please complete **all** fields. (If more than 3 delegates, please add rows or contact us for a Delegate list form)

Delegate name/s:	Delegate's Job title:	Delegate's email address:
Contact Person & Job title (if different):		
Organisation & Address:		
Tel:	Mobile (for contact on the day):	Manager's email:

Invoice address – this section must be completed

Name:	Position:	
Organisation & Address:		
Email (to email invoice):		
Tel:	Purchase order no. (if applicable):	Total £ (excl vat):

Please return this form to: training@peeple.org.uk t 01865 397970