Think about

Observation of practice

Level 3 ST0217 Senior Healthcare Support Worker- Mental Health Support V1.2 (AP02 09/18)

On the day of this assessment you will carry out:

- A 120-minute observation (+/-10%) followed by a 10-minute question and answer session (+/-10%)
- Remote or face-to-face
- In your workplace
- With an end-point assessor

Key point

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of professional codes of conduct.

Do

- Review the criteria associated with the observation of practice- this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer any questions that your assessor may ask

Don't

- Forget to bring your ID
- Forget to plan
- Forget to tell your colleagues and to obtain consent from patients who are present while you are being observed

Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results

Resits

- If you do not achieve a pass result on the observation of practice you can resit the assessment

Use the table below to plan and prepare for the observation of practice

(P) indicates pass criteria

Assessment criteria	Key points to remember
Health and wellbeing	
(P) Safely assist registered healthcare professionals within your agreed scope of practice	
(P) Accurately gather client information	

(P) Respond appropriately to limitations in mental capacity	
(P) Provide basic life support in a timely manner and in line with policy and procedures	
Duty of care and candour, safeguarding, equality and diversity	
(P) Treat people with dignity and follow the principles for equality, diversity and inclusion	

Person-centred care, treatment and support	
(P) Take a person-centred approach when assisting with individuals' needs	
(P) Work effectively as part of a team	
Communication	
(P) Use a range of communicating methods appropriate to the individual and situation	

(P) Collect and store information and data in line with policy and procedures	
Personal, people and quality improvement	
(P) Work effectively as part of a team	
Health, safety and security	
(P) Adhere to health and safety legislation	

(P) Safely move individuals and equipment	
(P) Apply infection prevention and control techniques in line with policy and procedures	
Behaviours	
(P) You will treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy, and preferences	

(P) Show respect and empathy for those you work with	
(P) Show discretion	
Mental Health Support- Assist with delegated clinical tasks and therapeutic interventions	
(P) Safely assist registered practitioners with delegated mental health and therapeutic tasks in line with local policy and procedures	

(P) Accurately and safely undertake physiological measurements on adults	
(P) Use a range of communication skills to build and sustain relationships appropriate to the individual's condition	
(P) Observe, record and report changes in line with local policy and procedures	

(P) Take a proactive approach to managing behaviour which challenges	
Mental Health Support- Support individuals	
(P) Proactively support and empower individuals to manage their own condition and actively participate in society	

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