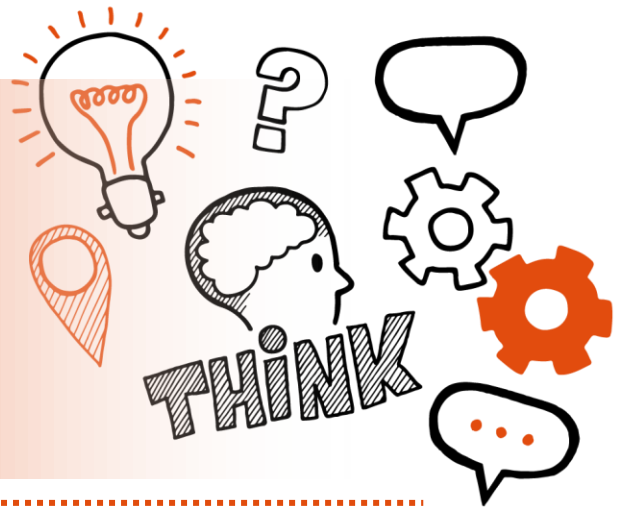


Think about

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
<b>Health and wellbeing</b>	
<b>(P)</b> Safely assist registered healthcare professionals within your agreed scope of practice	
<b>(P)</b> 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><b>(P)</b> Safely move individuals and equipment</p>	
<p><b>(P)</b> Apply infection prevention and control techniques in line with policy and procedures</p>	
<p><b>Behaviours</b></p>	
<p><b>(P)</b> You will treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy, and preferences</p>	



**(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	
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<b>Mental Health Support- Support individuals</b>	
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(P) Proactively support and empower individuals to manage their own condition and actively participate in society	
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V2

