

**Think about
Observation of practice
with questions
Level 3 ST0217 Senior Healthcare
Support Worker V1.6**



On the day of this assessment you will carry out:



A 90-minute observation and a 30-minute question session



Face-to-face



In your normal place of work



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 with questions – this can be found in the EPA Kit and in the table at the end of this document
- Discuss the activities you need to demonstrate with your manager
- Ensure that you cover the following during the observation:
 - providing care and support to individuals as part of the multi-disciplinary team
 - communicating in a way that facilitates understanding
 - maintaining the health and safety of the workplace, individuals, colleagues and yourself through safe work practices
 - adhering to protocols relevant to your role, the service or intervention you are providing and the organisation you are working in
 - activities relevant to your chosen option
- Be prepared to answer a minimum of 4 questions and any follow-up questions the assessor may ask



Don't

- Forget to bring your ID
- Forget to tell your colleagues and to obtain consent from patients who are present while you are being observed
- Panic if a planned activity cannot go ahead - you can identify another activity to be 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 with questions, you can resit the assessment



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

(P) indicates pass criteria

Assessment criteria	Key points to remember
Core: Working to protocol	
(P) Practice within the limits of the role of a senior healthcare support worker in line with legislation, policies, standards, codes of conduct and local ways of working (K1, S1)	
(P) Demonstrate working within the scope of practice, the limits of your knowledge and skills, escalating and reporting to others when needed (K2, S2)	

Assessment criteria

Key points to remember

(P) Establish consent, or check that consent has been established, from the individual and together with others from the multi-disciplinary team provides safe, dignified and non-discriminatory care and support that is informed by the principles of 'person-centred care and support' including the active participation and choices of the individual (K3, S3, B1)

(P) Implement a duty of care, safeguarding and protection and act in the best interest of the individual, recognising and reducing the risks of abuse and raising safeguarding and protection concerns in line with organisational procedures (K4, S4)

Core: Supporting individuals

(P) Recognise and respond to signs and symptoms that an individual's health is changing and if they are in pain, distress or discomfort and make them comfortable and support their wellbeing and follows the correct procedure for reporting the changes or situation (K7, K8, S7, S8)

(P) Adhere to an individual's care plan and promotes and monitors the correct, safe access to fluids and nutrition in line with the principles of hydration, nutrition and food safety (K9, S9)

Assessment criteria

Key points to remember

(P) Undertake physiological measurements on an individual, select and use the correct tools or equipment and explain the normal ranges and results (K28, S28)

Core: Communication

(P) Communicate with individuals, their families, carers and others in the workplace to facilitate understanding, reflecting their specific needs and the organisational values of respect and empathy (K10, S10, B2)

(P) Respond to limits in mental capacity, taking into account the individual's condition and needs (K11, S11)

(P) Record, store, report, share or disclose information correctly and in line with policy and legislation, using technology safely and securely and maintaining confidentiality at all times (K21, K22, S21, S22)

Assessment criteria**Key points to remember****Core: Health and safety**

(P) Use the correct infection prevention and control techniques to maintain a safe and healthy working environment to the tasks you are carrying out. Ensure the importance of good personal hygiene, hand hygiene and correct use of personal protective equipment (PPE) to the tasks you carry out (K12, S12)

(P) Use, store and dispose of equipment and supplies safely following local processes. Ensure stocks are supplied and managed (K13, S13)

(P) Move and handle equipment or other items or assist an individual safely and in line with health and safety legislation (K14, S14)

Option 1: Adult nursing support – delegated nursing care and support for adults

(P) Work according to the care plan and desired outcomes to support the individual with the activities of daily living in a way that develops, supports and maintains independence (K29, S29)

Assessment criteria

Key points to remember

(P) Assist with a tissue viability risk assessment, identifying the factors that lead to tissues being compromised and manage pressure areas to support the structure and function of the skin and underlying tissues (K30, S30)

(P) Work according to the care plan to assist with wound care for an individual, select and use the correct materials and equipment to manage and treat the wound (K31, S31)

(P) Demonstrate taking and testing specimens in line with the care plan (K32, S32)

Option 2: Maternity support – delegated maternity care and support for women, babies and their families

(P) Assist with a tissue viability risk assessment, identifying the factors that lead to tissues being compromised and manage pressure areas to support the structure and function of the skin and underlying tissues (K30, S30)

Assessment criteria	Key points to remember
<p>(P) Demonstrate taking and testing specimens in line with the care plan (K32, S32)</p>	
<p>(P) Assist the midwife with engaging and teaching a woman or carer feeding and hygiene needs of babies, parenting skills and/or antenatal and postnatal exercise (K37, S37)</p>	
<p>(P) Assist healthcare professionals with an antenatal, newborn screening and providing information about immunisation to parents in line with local and national services and programmes (K38, S38)</p>	
<p>(D) Support the maternity team in the maternity environment by maintaining the correct supply of resources, instruments and equipment in line with the local systems and protocols (K39, S39)</p>	
<p>(P) Care for the physical needs of a baby including the observations and routine checks and reports any abnormalities (K42, S42)</p>	

Option 3: Theatre support – delegated peri-operative care and support for individuals

(P) Complete pre- and post-operative checklists in line with the local systems and protocols (K46, S46)

(P) Support the surgical team by maintaining the sterile field and asepsis by correctly providing surgical instruments and medical devices (K47, S47)

(P) Support and monitor a pre-medicated, sedated or unconscious individual (K49, S49)

(P) Move, position or transport an individual or specialist equipment, using the correct techniques within the peri-operative environment, before, during or after surgery (K51, S51)

(P) Demonstrate carrying out and recording counts for swabs, sharps, instruments and disposable items, following correct organisational procedures if any items are unaccounted for (K53, S53)

Assessment criteria

Key points to remember

Option 4: Mental health support – delegated therapeutic techniques and interventions for individuals to promote mental health recovery

(P) Apply strategies and tools to promote mental wellbeing and support individuals with mental ill health (K55, S55)

(P) Observe, record and report changes or barriers in an individual's mental health using proactive approaches to identify the benefits of early intervention and to manage any behaviour which challenges (K56, S56)

(P) Actively support an individual with mental ill health and those supporting them to manage their condition at a key stage or time of transition (K57, S57)

(P) Maintain the therapeutic relationship with an individual and their carers or family if appropriate, by using the correct techniques to build, monitor and sustain the relationship (K58, S58)

Assessment criteria

Key points to remember

(P) Demonstrate promoting a recovery based approach which enables an individual to manage their condition (K59, S59)

Option 5: Children and young people support – delegated clinical and therapeutic activities for children, young people and their families

(P) Work according to the care plan and desired outcomes to support the child or young person with the activities of daily living in a way that develops, supports and maintains independence (K29, S29)

(P) Assist with a tissue viability risk assessment, identifying the factors that lead to tissues being compromised and manage pressure areas to support the structure and function of the skin and underlying tissues (K30, S30)

(P) Work according to the care plan to assist with wound care for a child or young person, select and use the correct materials and equipment to manage and treat the wound (K31, S31)

Assessment criteria

Key points to remember

(P) Demonstrate taking and testing specimens in line with the care plan (K32, S32)

(P) Engage the child or young person in therapeutic play using the correct techniques to support their learning and development (K64, S64)

(P) Support the parent, family or carer of a child or young person to meet the child or young person's needs, in line with the public health agenda for family centred care and promoting and protecting the health and wellbeing of children and young people, including looked-after children and young carers (K66, S66)

(P) Apply recognise procedures, tools and equipment to support children or young people either before, during or after diagnostic, clinical or therapeutic procedures (K67, S67)

Assessment criteria**Key points to remember****Option 6: Allied health profession therapy support – delegated therapeutic activities to support individuals in meeting their optimum potential**

(P) Work according to the care plan to provide therapeutic support to an individual that encourages, promotes and enables optimum potential, independence, self-management, social integration, recovery and skills for everyday life using the correct strategies and approaches to rehabilitate or maximise the individual's function (K68, K71, S68, S71)

(P) Assist with undertaking a clinical risk assessment or management plan in line with the requirements of own work setting and local systems (K69, S69)

(P) Work according to the care plan to identify, order or fit therapeutic equipment or resources for an individual adhering to the correct local systems and criteria for provision (K74, S74)

(P) Use equipment or resources therapeutically and safely, identifying its correct purpose, function, limitations and contra-indications in line with local policy and procedure (K75, S75)

Assessment criteria

Key points to remember

(P) Carry out a safety check for therapeutic equipment or resources, following the correct protocols to report issues or make adaptations if appropriate (K77, S77)

Option 7: Diagnostic imaging support – delegated clinical activities to support service users and their carers before, during and after diagnostic imaging and/or intervention

(P) Assist and support the multi-disciplinary team in the safe and effective operation and maintenance of the imaging environment (K78, S78)

(P) Prepare individuals for imaging procedures, including those that maybe pre-medicated, sedated or unconscious in line with protocols, safety requirements and the condition of the individual (K80, S80)

(P) Support and position individuals during imaging procedures, including those that maybe pre-medicated, sedated or unconscious in line with safety requirements and the condition of the individual (K81, S81)

Assessment criteria

Key points to remember

(P) Provide after care for individuals following imaging procedures in line with the protocols and procedures for onward care incorporating side effects, adverse responses and post-procedural checklists for the relevant imaging procedure undertaken (K85, S85)

(P) Assist practitioners in setting up and maintaining aseptic or clean area in the imaging environment (K86, S86)

(P) Assist with undertaking a clinical risk assessment or management plan in line with the requirements of own work setting and local systems (K90, S90)