

# Highfield Level 3 End-Point Assessment for ST0217 Senior Healthcare Support Worker

## Mock Assessment Materials – Mental Health Support

### Observation of Practice with Questions

Working to protocol					
Ref	Assessment Criteria	Observation		Questions	
		Achieved	Not Achieved	Achieved	Not Achieved
WP1	Practices 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				
WP2	Demonstrates working within the scope of practice, the limits of their knowledge and skills, escalating and reporting to others when needed				
WP3	Establishes consent, or checks 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				
WP4	Implements a duty of care, safeguarding and protection and acts 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				

Supporting individuals					
Ref	Assessment Criteria	Observation		Questions	
		Achieved	Not Achieved	Achieved	Not Achieved
<b>S11</b>	Recognises and responds to signs and symptoms that an individual's health is changing and if they are in pain, distress or discomfort and makes them comfortable. Supports their wellbeing and follows the correct procedure for reporting the changes or situation				
<b>S12</b>	Adheres 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				
<b>S13</b>	Undertakes physiological measurements on an individual, selecting and using the correct tools or equipment and explains the normal ranges and results				

Communication					
Ref	Assessment Criteria	Observation		Questions	
		Achieved	Not Achieved	Achieved	Not Achieved
<b>C1</b>	Communicates 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				
<b>C2</b>	Responds to limits in mental capacity, taking into account the individual's condition and needs				
<b>C3</b>	Records, stores, reports, shares or discloses information correctly and in line with policy and legislation, using technology safely and securely and maintaining confidentiality at all times				

Health and safety					
Ref	Assessment Criteria	Observation		Questions	
		Achieved	Not Achieved	Achieved	Not Achieved
HS1	Uses the correct infection prevention and control techniques to maintain a safe and healthy working environment to the tasks they are carrying out. Ensures the importance of good personal hygiene, hand hygiene and correct use of personal protective equipment (PPE) to the tasks they carry out				
HS2	Uses, stores and disposes of equipment and supplies safely following local processes. Ensures stocks are supplied and managed				
HS3	Moves and handles equipment or other items or assists an individual safely and in line with health and safety legislation				

Option 4: Mental health support					
Delegated therapeutic techniques and interventions for individuals to promote mental health recovery					
Ref	Assessment Criteria	Observation		Questions	
		Achieved	Not Achieved	Achieved	Not Achieved
MHS1	Applies strategies and tools to promote mental wellbeing and support individuals with mental ill health				
MHS2	Observes, records and reports 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				
MHS3	Actively supports an individual with mental ill health and those supporting them to manage their condition at a key stage or time of transition				
MHS4	Maintains 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				
MHS5	Demonstrates promoting a recovery based approach which enables an individual to manage their condition				