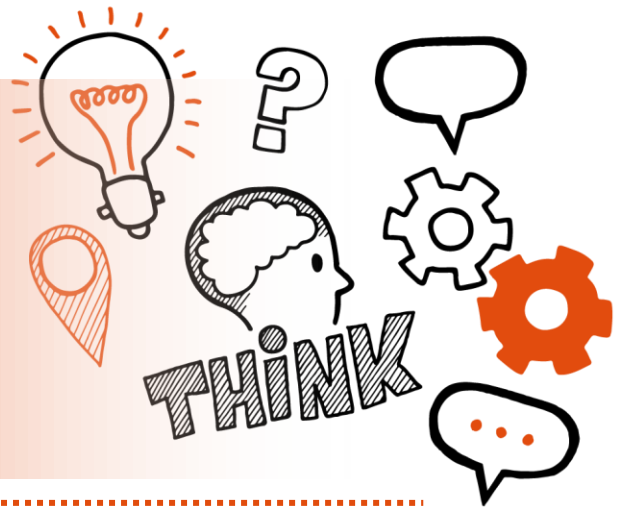


Think about

Observation of practice with
questions

Level 2 ST0216 Healthcare Support
Worker V1.1



On the day of this assessment you will carry out:



A 90-minute observation and 30-minute question
session (+10%)



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
- Review relevant legislations, regulations and your organisation's policies and procedures
- Discuss the activities you need to demonstrate with your manager.
- Be prepared to answer at least 4 questions and any follow-up questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to maximise every opportunity to demonstrate competency in your role



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
Working to protocol	
(P) Work within the limits of the role of a healthcare support worker and adhere to legislation, policies, standards codes of conduct and local ways of working (K1, S1)	
(P) Recognise when something is outside of your scope of practice or your own competence and use the escalation and reporting mechanisms relevant to your role (K2, S2)	



(P) Establish consent, or check that consent has been established, from the individual and work with others from the multi-disciplinary team to provide safe, person-centred and non-discriminatory care (K3, S3)	
(P) Apply the principles of duty of care, recognise and respond to safeguarding and/or protection concerns to ensure individuals do not come to harm (K4, S4)	
Provision of Care	
(P) Check and respond to signs and symptoms that an individual's health is changing or if they are in pain, distress or discomfort acting to maximise their dignity, comfort and wellbeing and follow the correct procedure for reporting the changes or situation (K5, K6, S5, S6, B1)	



(P) Undertake physiological measurements on an individual, select and use the correct tools or equipment (K8, S8)	
(P) Check the care plan and provide the correct, safe access to fluids and nutrition (K10, S10)	
(P) Work according to the care plan and the individual's desired outcomes to support them with the activities of daily living in a way that supports and maximises independence (K11, S11)	



Communication

(P) Select and apply communication techniques to promote understanding appropriate to the needs of the individual(s), show respect and empathy in line with organisational policies and procedures (K15, S15, B2)

(P) Record, store, report, share or disclose information correctly and in line with national and local policy and legislation, use technology safely and securely and maintain confidentiality at all times (K18, K19, S18, S19)

Health, safety, stock and equipment management

(P) Use and store equipment and supplies correctly in line with organisational policy and procedures for the safe supply and management of stock (K12, S12)



(P) Clean, disinfect or dispose of materials or equipment in line with organisational policy and procedures for handling hazardous materials and substances safely (K13, S13)	
(P) Apply the correct infection prevention and control measures to the tasks you are carrying out, including hand hygiene and use of Personal Protective Equipment (PPE) (K20, S20)	
(P) Move and handle equipment or other items and assist individuals safely and in line with health and safety legislation (K21, S21)	

V2.1

