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# Improving Skills Development for the Healthcare Support Workforce

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# The healthcare support workforce...

The UK health sector employs  
**over 2.1 million people**



**40% (798,600)** of the healthcare  
workforce are **support staff**



# The healthcare support workforce...

- Delivers the majority of the day-to-day, face-to-face caring and interaction with patients
- Plays an important role in dementia care in both primary and secondary care settings
- Can help relieve the pressures on their registered colleagues
- Can improve the quality of care and create efficiency savings



# The Care Certificate:



- Applicable across health and social care
- Portable/transferable
- Based on competences
- Build on existing induction standards
- Equip people with the skills and knowledge to
  - be able to provide quality care, and test their
  - capacity to be caring.
- Standard 9 - Awareness of mental health, dementia and learning disabilities



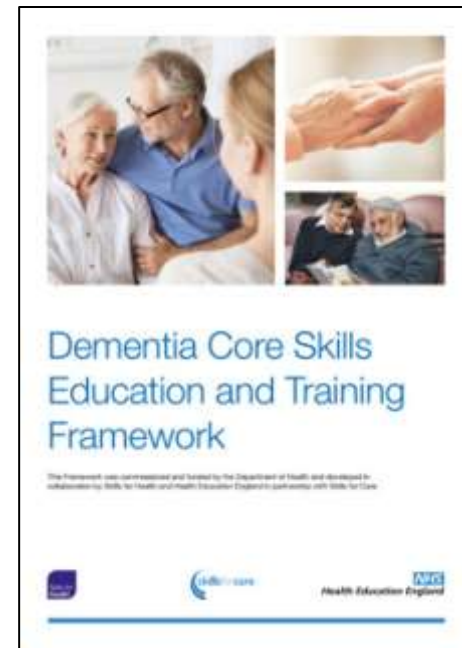
# What is a core skills education & training framework?



- Minimum standards for core learning common to a range of settings and roles
- Provides learning outcomes for different tiers/levels
- Includes links to key guidance and legislation
- Cross-referenced to other relevant frameworks and standards e.g. NOS / Care Certificate / RQF components and competency frameworks
- Recommends minimum standards for training delivery and training refresher periods
- Enables consistency in delivery of education and training within and between organisations

# Dementia Core Skills Education and Training Framework

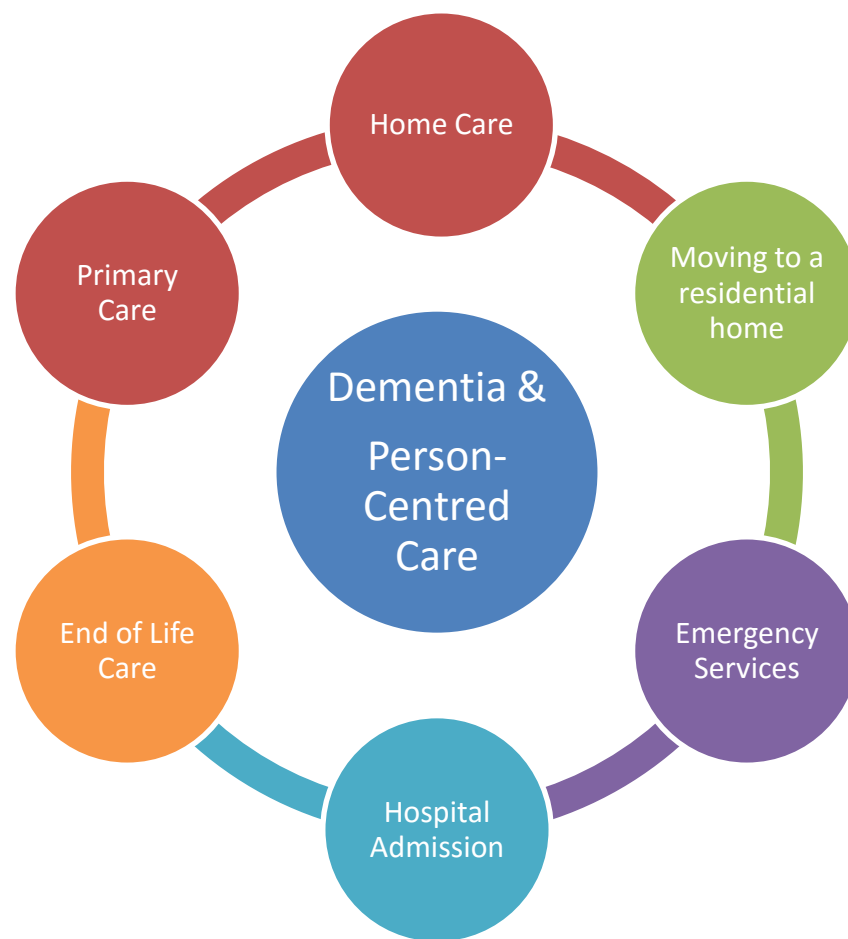
- Sets out the core skills and knowledge which would be transferable and applicable across different types of service provision
  - Awareness (applicable to all) Knowledge for roles that require general awareness of learning disabilities
  - roles that will have some regular contact
  - Experts, Leaders and managers



# Stand by Me

E-Learning course to improve

- communication and care
- across the patient journey,
- from pre-diagnosis
- to care at home
- emergency care,
- hospital admission,
- care home admission
- and end of life care



# 'Trailblazer' Apprenticeship Standards



- Level 2 Healthcare Support Worker Standard includes Dementia, Mental Health and Cognitive Issues
- Level 3 Healthcare Support Worker Standard will have a Mental Health pathway
- Level 5 Assistant Practitioner Standard covers workers in any setting, including mental health and working with older people





# The Knowledge Exchange

Research and  
evidence-based  
practice in  
dementia care

Law, ethics and  
safeguarding

Families and carers  
as partners

Activities to use  
with those living  
with dementia

Health and well-  
being in dementia  
care

End of life  
dementia care

Leadership in  
transforming  
dementia care

Environmental  
design

Partnership  
working



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