



# Improving Skills Development for the Healthcare Support Workforce

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# The healthcare support workforce



# 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



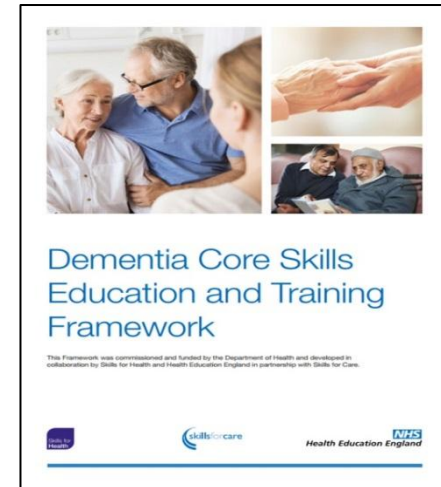
# Enhancing healthcare assistants' dementia role

- Informed staff with transferable skills and competencies to care appropriately for people with dementia in any care setting
- Improved one-to-one care and outcomes for people with dementia and their families
- Support through the care pathway for people with dementia
- Enhanced teamwork based on clarity of role responsibilities and levels of accountability
- Improved and skilled staff with time to care and improved job satisfaction



# 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)
  - Basic skills (for staff in settings where people with dementia are likely to appear)
  - Leadership



# Mental Health Core Skills Education and Training Framework

- Identifies the core skills and knowledge which the health and care workforce need to apply in order to deliver quality mental health service
- Determines minimum standards for mental health education and training
- Due for completion by end of May 2016



# ‘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

# Empowering family carers

- Project to develop an innovative, regional training programme for memory assessment service staff with the aim of empowering families and carers to develop skills and enhance their resilience to better care for a person with dementia



# Stand by Me

- Skills for Health E-Learning course to improve communication and care for people with dementia across the patient journey, from pre-diagnosis through to care at home, emergency care, hospital admission, care home admission and end of life care



e-learning  
awards 2015

# Mental Capacity Act workshops

- One-day workshop for healthcare support workers
- Supported by bite-sized e-learning
- Topics include:
  - Definition of mental capacity / How is capacity assessed? / When should capacity be assessed? / Deprivation of Liberty Safeguards / Lasting Power Of Attorney / Protection and liability / The new Independent Mental Capacity Advocate service / How does the Act apply to young people and children?

# The Knowledge Exchange





# The National Skills Academy for Health

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