Mandatory Induction Standards for Healthcare Support Workers (HCSW)

HCSW Workbook (November 2010)

Questions and Answers (Print and complete by hand)
GROUP 1: Protecting patients and other people

Includes:

Standard 1: Protecting your patients from harm and abuse
Standard 14: Whistle-blowing in cases of harm and abuse

All staff working for NHSScotland have a duty to protect patients, other people and themselves from danger, harm and abuse. These standards focus on your understanding of what you can do to protect yourself and others, and what your responsibilities are if you suspect that someone is in danger.
1.1 Describe at least 3 things which you should do to ensure that your workplace is safe for patients, other staff members and yourself.

<table>
<thead>
<tr>
<th>Links to standard(s):</th>
<th>1/1</th>
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<tbody>
<tr>
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<tr>
<td>1.2</td>
<td>Demonstrate how to check that someone is authorised to be in your work area.</td>
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Links to standard(s): 1/4; 6/3; 10/1; 10/4; 10/5;  Reviewed by:  Date:
1.3 You have a duty to report any suspicions you have that someone is in danger of harm or abuse. Give examples of some of the signs or situations which might make you suspicious.
1.4 Describe the procedures you should follow if you think someone is in danger of harm or abuse.

| Links to standard(s): | 1/2; 1/3; 6/1; 14. | Reviewed by: | Date: |
GROUP 1 COMPLETED - Reviewer to complete

Reviewer's name:

Job title:

Signature:

Date:

Reviewer's Notes

Once the healthcare support worker has met all of the standards above, complete this section in their workbook to verify completion.
GROUP 2: Ensuring the health, safety and security of yourself, others and the workplace

Includes:

Standard 2: Being fit (healthy) to work
Standard 3: Maintaining health and safety at work
Standard 4: Assessing risks at work
Standard 5: Reporting incidents at work

These standards focus on how you apply your knowledge of health, safety and security in the workplace. You need to demonstrate that you understand your responsibilities in maintaining a safe workplace for yourself and others, and show that you can follow policies and procedures appropriately in your work role.
2.1 Give some examples of good personal hygiene in the workplace. Explain how poor personal hygiene might cause harm to others.

Links to standard(s): 2/1  Reviewed by  Date:
| 2.2 | Describe what you should do if you have an illness which is likely to be infectious. Explain why these procedures are important. |

Links to standard(s): 2/1; 2/2  
Reviewed by:  
Date:
<table>
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<tr>
<th>2.3</th>
<th>Demonstrate effective hand washing.</th>
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Links to standard(s): 2/2; 2/3

Reviewed by:  

Date:
| 2.4 | Wear the correct uniform for your role to ensure compliance with your organisation’s uniform policy and policies on personal protective equipment (PPE). |

| Links to standard(s): 2/3; 3/3 | Reviewed by: | Date: |
| 2.5 | Give examples of the main pieces of equipment you use in your work and describe how you use and store them safely |

Links to standard(s): 3/1; 3/2; 3/3; 4/1; 5/1

Reviewed by:  
Date:
| 2.6 | Demonstrate how to use and store the equipment you have identified in 2.5 |

<p>| Links to standard(s): 3/1; 3/2; 3/3; 4/1 | Reviewed by: | Date: |</p>
<table>
<thead>
<tr>
<th>2.7</th>
<th><strong>Give 3 different examples of manual handling tasks you carry out in your area of work and describe how you do them safely</strong></th>
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</table>

| Links to standard(s): 3/1; 3/2; 3/3; 4/1; 5/1 | Reviewed by: | Date: |
| 2.8 | Demonstrate how to lift or transfer an object or patient using the correct manual handling procedures. |

| Links to standard(s): 3/1; 3/2; 3/3; 4/2 | Reviewed by: | Date: |


Give examples of the types of waste you need to dispose of in your job. Describe the procedures you need to follow when disposing of the waste, and explain why these procedures are important.

| 2.9 | Give examples of the types of waste you need to dispose of in your job. Describe the procedures you need to follow when disposing of the waste, and explain why these procedures are important. |

Links to standard(s): 3/1; 3/2; 3/3; 4/1; 5/1

Reviewed by:  
Date:
| 2.10  | Demonstrate the procedures for safe handling, storage and disposal of different types of waste you mentioned in 2.9 |

Links to standard(s): 3/1; 3/2; 3/3; 4/2

Reviewed by:  
Date:
2.11 Give 3 examples of risks or hazards which you might meet in your job. Describe the actions you would take if you thought something was hazardous to you and/or others.

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Describe what you should do if the following emergencies occur in your workplace:

1. a fire
2. a security alert
3. a serious accident in your work area
4. a minor accident, where someone needs first aid
GROUP 2 COMPLETED - Reviewer to complete

Reviewer’s name:

Job title:

Signature:

Date:

Reviewer’s Notes

Once the healthcare support worker has met all of the standards above, complete this section in their workbook to verify completion.
GROUP 3: Working with others

Includes:

Standard 6: Working within confidentiality guidelines

Standard 10: Building customer relationships

Standard 13: Working in line with equality, diversity, rights and responsibilities of patients

These standards focus on how you communicate and work with other people. The questions in this section ask you to reflect on your communication skills, how you relate to other people, and how you ensure that your work is in line with legal and organisational policies and procedures. However, remember that you can also demonstrate that you meet these standards when you are being observed doing the tasks in other sections of the workbook. Whenever you work with other people, you have the opportunity to provide evidence of how you meet the standards in this section.
| 3.1 | Give examples of the different groups of people you come into contact with in your role, and describe how your role relates to each group. |

| Links to standard(s): 10/1; 10/2 | Reviewed by: | Date: |
| 3.2 | Explain how you communicate effectively with people from each of the groups you have mentioned in 3.1. You should think about the forms of communication you use and how your style of communication might change from case to case. |

Links to standard(s): 10/2; 10/3; 10/5; 10/6

Reviewed by:  
Date:  

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3.3 Choose an example from your work of a time when you have had to deal with a communication problem with someone from one of the groups you have mentioned in 3.1. Describe in detail what you did to overcome the problem, and how successful you were.
3.4 In your work, you are likely to have access to information which should not be passed on to others. Give examples of information which should not be passed on to others. For each example, explain why it should not be passed on.

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<th>Links to standard(s): 6/1</th>
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<tr>
<th>3.5</th>
<th>Describe the procedures you would follow if a member of staff or a visitor asked for information about a patient or other service user.</th>
</tr>
</thead>
</table>

Links to standard(s): 6/1; 6/2

Reviewed by:  

Date:
| 3.6 | You have a duty to work in ways which respects other people’s beliefs and preferences. Describe at least 3 examples of how you do this in your work role. |

<p>| Links to standard(s): 13/1; 13/2; 13/3 | Reviewed: | Date: |</p>
<table>
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<tr>
<th>3.7</th>
<th>Give an example of behaviour which discriminates against others. Describe the action you should take if another member of staff acted in this way.</th>
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Links to standard(s): 13/1; 13/3

Reviewed:  
Date:
GROUP 3 COMPLETED - Reviewer to complete

Reviewer’s name:

Job title:

Signature:

Date:

Reviewer’s Notes

Once the healthcare support worker has met all of the standards above, complete this section in their workbook to verify completion.
GROUP 4: Working and developing in your role

Includes:

- **Standard 7: Developing your knowledge and practice**
- **Standard 8: Reviewing your working practice to improve your knowledge**
- **Standard 9: Contributing to team work**
- **Standard 11: Managing yourself as a resource**
- **Standard 12: Working within your limits**

These standards focus on how you ensure that you are working to the best of your ability. As a member of staff in NHSScotland, you have a responsibility to continually improve the way you work so that patients and other service users receive the best possible service. The questions and tasks in this section will help you reflect on the way you work and identify ways to improve your knowledge and practice.

To help you meet the requirements of these standards, you need to begin planning and recording your learning. Speak with your reviewer about how you can use your NHS Board’s KSF PDP/PDR documents and systems to help you do this. These will help you identify any training needs you have, and track how your knowledge and skills are improving.
4.1 Describe the team you work in, and explain your role in the team. Give examples of how the work you do contributes to the work of the team as a whole.

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<tr>
<th>Links to standard(s): 9/1; 9/3; 10/2</th>
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4.2 Give examples of the routine tasks which you need to carry out. Describe how you plan your work to ensure that you can complete all of the tasks to the necessary standard.

Links to standard(s): 9/1; 9/3; 11/1; 11/2; 11/6

Reviewed by:  
Date:
| 4.3 | Demonstrate that you can carry out the tasks you have described in 4.2, to time and to the appropriate standard. |

<p>| Links to standard(s): 9/2; 9/3; 11/1;11/6; 12/1; Also links to 3/1; 3/2; 4/1; 4/2; 10/1; 10/3 | Reviewed by: | Date: |</p>
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<tr>
<th>4.4</th>
<th><strong>Give an example of a time when you were not able to complete the tasks you needed to do. Explain why this happened and what you did address the problem.</strong></th>
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Links to standard(s): 8/5; 9/3; 9/5; 11/3; 11/4; 11/5

Reviewed:  
Date:
| 4.5 | Give an example of a time when you have had to make changes to the way you work. Explain why you had to make the change(s) and how you ensured that the change was effective. |

Links to standard(s): 8/5; 8/6; 9/1 | Reviewed by: | Date: |
| 4.6 | Sometimes, teams may be unable to complete the work they need to do. Give an example of this from your work. Explain why this happened and what the team did to address the problem. |

| Links to standard(s): 9/3; 9/5; 10/2; 11/3; 11/4; 11/5 | Reviewed by: | Date: |
4.7 Give at least 3 examples of where you need the advice or permission of your supervisor or colleagues before taking action. Explain why you need this permission/advice.

Links to standard(s): 3/2; 12/1
| 4.8 | You have a responsibility to use feedback from your manager, colleagues and others to help improve the way you work. Give at least 2 examples of times when you have received feedback on your work, and describe what you did as a result of that feedback. |

|  | Links to standard(s): 7/1; 7/2; 8/1; 8/2; 9/2 | Reviewed by: | Date: |
4.9 Demonstrate the steps you have taken to identify and plan your learning needs. You should use the KSF Personal Development Planning documents provided by your NHS Board to help you provide evidence of this.

Links to standard(s): 7/1; 7/2; 8/2; 8/3; 8/4; 12/2

Reviewed by:

Date:
4.10 *This question should be answered after you have completed some of the learning activities you have outlined in 4.9*

Give at least 2 examples of how the learning you have undertaken has helped improve the way you work.

| Links to standard(s): 7/2; 8/3; 12/2 | Reviewed: | Date: |
GROUP 4 COMPLETED - Reviewer to complete

Reviewer’s name:

Job title:

Signature:

Date:

Reviewer’s Notes

Once the healthcare support worker has met all of the standards above, complete this section in their workbook to verify completion.