**Preparing to start as a clinical Health Care Support Worker**

The following learning resources will help you to prepare for working as a clinical Health Care Support Worker in the wards.

The resources are grouped as follows:

* Essential eLearning modules
* Role specific learning and reference materials
* Ward based support

**Essential eLearning Modules** (and follow-up requirements)

You should complete all of the following priority eLearning modules which can be accessed from [learnPro NHS](https://nhs.learnprouk.com/lms/login.aspx?ReturnUrl=%2flms%2fuser_level%2fwelcome.aspx).

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| GGC: 001 Fire Safety  GGC: 002 Health and Safety, An Introduction  GGC: 003 Reducing Risks of Violence & Aggression  GGC: 004 Equality, Diversity and Human Rights  GGC: 005 Manual Handling Theory  GGC: 006 Public Protection (Adult & Child)  GGC: 007 Standard Infection Control Precautions  GGC: 008 Security & Threat  GGC: 009 Safe Information Handling | **GGC: Falls Prevention Training (comprised of the following 5 modules)**   * GGC: 215 An Introduction to Falls * GGC: 216 The Falls Bundle of Care * GGC: 217 Risk Factors for Falls (Part 1) * GGC: 218 Risk Factors for Falls (Part 2) * GGC: 219 What to do when your patient falls   GGC: 221 Bedrails  GGC: 061 Management of Needlestick & Similar Injuries  NES: Prevention and Management of Occupational Exposure (Infection Prevention & Control SIPCEP Foundation) |

Once you have completed these modules, please print a certificate from Learnpro for your SCN (for nurse bank HCSW secure it to your orientation logbook.)

To supplement the Standard Infection Control Precautions module, the Infection Prevention and Control Team have prepared two videos showing the correct procedure for ‘donning’ and ‘doffing’ personal protective equipment (PPE):

* For droplet precautions, click [**here**](https://www.youtube.com/watch?v=86JLXmPjtnk).
* For aerosol generating procedures, click [**here**](https://www.youtube.com/watch?v=NPJirTkajx0).

Additional guidance on the correct use of Personal Protective Equipment (PPE) and relevant Control of Substances Hazardous to Health (COSHH) regulation will also be provided locally in your ward (for nurse bank HCSW via your supervisor during your orientation shifts. Supplementary skin health guidance (for your protection) is available [**here**](https://www.nhsggc.org.uk/media/240570/nhsggc-health-safety-toolbox-talk-skin-health-nov-17.pdf).

You will be provided with the necessary uniform and an identification badge which should be worn at all times.

**Role Specific Learning and Reference Materials**

Care Rounding

One of the most important processes you will be involved in while in the ward is Care Rounding. This is an intervention intended to improve patient safety however is also an opportunity to engage our patients in conversation and improve their overall experience. The chart that needs completed after each care round can be viewed [**here**](https://www.nhsggc.org.uk/media/259566/278936_2_1_carerounding-online-version.pdf).

To learn more about the process, click [**here**](https://www.youtube.com/watch?v=LUrRS2ks7ZI) for an audiovisual presentation, however if you prefer you can view the presentation with typed notes [**here**](https://www.nhsggc.org.uk/media/259567/care-rounding-guidance-for-hcsw.pdf).

Food, Fluid and Nutrition

Critical to patients’ wellbeing and recovery, you have a really important part to play in encouraging patients to eat and drink. During your orientation shifts, make sure you link in with the mealtime coordinator at breakfast, lunch and dinner. You will learn about special diets, which of the patients are able to eat and drink and how to help patients with their meals. In addition you should find out what snacks you can offer vulnerable patients inbetween meals.

The NHSGGC web pages for patients about [**Food in Hospital**](https://www.nhsggc.org.uk/patients-and-visitors/information-for-patients/food-first/) are really useful reading.

**Blood Transfusion Practice**

Some HCSWs may be involved in the Transfusion process. It is essential to discuss this with your SCN or Team Lead. Here is a presentation if this refers to you.

[Safe and Local Transfusion practice HCSW Band 3/4](https://www.youtube.com/results?search_query=blood+transfusion+nhsggc)

**Ward Based Support**

Patient care is completely dependent on team working and you will never be left alone in a ward. In most cases, you will be working with a Registered Nurse caring for a number of patients. You will rely on and support each other, from planning the care at the beginning of the shift, throughout the day with close communication and assistance. During your first few weeks (or orientation shifts if nurse bank HCSW) , you may be ‘buddied’ with a more experienced Health Care Support Worker so use this time to discuss the role in as much detail as possible, and learn from their knowledge and experience.

NHS Education for Scotland (NES) are developing a range of educational and induction resources.  This is available for all health and social care staff and volunteers deployed to support clinical services, but will be particularly useful in the event of people needing redeployed to other areas. To access these resources, click [**here**](https://learn.nes.nhs.scot/27993/coronavirus-covid-19).