

Innovation in Healthcare Support Worker (HCSW) Preceptorship & Development



Summary of HCSW Preceptorship & Development programme

Launched in November 2023, the Band 3 Preceptorship is a 6-month programme, taught over 8 days. A unique training programme for HCSW role development. With enhanced clinical skills; critical thinking; interpersonal skills; modelling professional identity and initiating a quality improvement (QI) project in their area of practice. Building confident competent practitioners for Nursing or Allied Health Professionals across all services within Sussex Community NHS Foundation Trust (SCFT). Based on the NHS Healthcare Leadership Model (2024) and the 6 C's NHS England (2024).
(Preceptorship Handbook & Framework- see Link 1)

Background & Rationale

Following the Care Certificate and clinical skills training, a gap in ongoing development for HCSWs was recognised.

This innovation enhances best practice and reduces attrition: **by developing a highly skilled, empowered workforce through investment in learning opportunities**, SCFT highlights the value and importance of our unregistered workforce.

Outcomes & learning

The outcome was a unique, adaptable and transferable model for staff development.

When asked: **'Has the programme content had a positive impact on you as an individual?'**
100.00% said "YES!"

We learnt the positive impacts:

- **91.67% had an increased interest for their role.**
- **83.33% said it raised ideas for further training and they would recommend colleagues to attend.**
- **66.67% more likely to remain in the Trust and develop their career in SCFT.**

(Cohort 1- Final day evaluations -see Link 2)

QI Posters



"I feel valued"

"It has helped me add value in my role by knowing what is expected of me, how to carry out my role exceptionally in line with trust values"

Feedback so far..

- ✓ **Maximum uptake across SCFT.**
- ✓ **Staff felt listened to and valued.**
- ✓ **Empowered to initiate QI.**
- ✓ **Staff feel more confident and better equipped.**

(Cohort 1- Final day evaluations -see Link 2)

"I love my role more"

Acknowledgements:
 A huge thank you to all involved and supporting this innovation for best practice.

SCFT benefits...

- Positive impactful QI projects with evidence-based change.
- The first cohort alone, has raised 9 projects across SCFT (see QI posters).
- Recognition of unique individuality for the role of HCSWs in community practice.
- Promoting a holistic, inclusive approach helps us to understand the diverse needs of our community.
- Cultivating an inclusive workplace culture and an environment where staff feel valued and respected, we enhance our cultural competency, therefore improving patient health and reducing health disparities.

(Generation.org, 2024)