



Sussex Community
NHS Foundation Trust

Innovation in Healthcare Support Worker (HCSW) Preceptorship & Development

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May 2025

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 Cs 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.

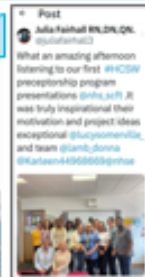
When asked: 'Has the programme content had a positive impact on you as an individual?'
100.00% said "YES!"

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)

References:

The 6 Cs NHS England (2024) <https://www.nhs.uk/6cs/>
NHS Healthcare Leadership Model (2024) <https://www.nhs.uk/healthcare-leadership-model/>
Generation.org (2024) <https://www.generation.org/>
Link 1: Band 3 Preceptorship and Development Framework and Handbook 2024
Link 2: [Sussex Community NHS](https://www.sussexcommunitynhs.org/)

HCSW Preceptorship & Development programme

- 6-month programme for all clinical support workers
- For all Bands 2/3 & nonregistered 4 staff
- Meeting the needs of the service and the complex health care demands of our patients
- Investment = competent & confident practitioners



Aim

- The programme aims to assist learners transition into confident and competent healthcare professionals, able to meet the needs of our service.
- To value and support role progression, improving the quality of patient care and preventing resource loss to the organisation, by investing and developing our nonregistered workforce.

Target learners:

- ✓ Part of our clinical support workforce, (Band 2,3 or non-registered 4)
- ✓ For example; HCA, HTA, HCSW, TA, RA
- ✓ Manager agreement
- ✓ Care Certificate competencies.

SCFT values

- compassionate care
- achieving ambitions
- working together
- delivering excellence

Content

- Leading Self training- based on NHS leadership model.
- Quality Improvement (QI) crash course
- Career development pathways.
- Understanding Allied Health Professionals roles.
- Buddy training and supervising peers.
- Communication skills- workplace culture.
- Patient Safety awareness training.
- Clinical Decision making and supporting change.
- Reflective Practice & Trauma Informed Care.
- Well-being & Building Resilience.
- QI Project- Presentations

Teaching & Learning strategies:



Classroom based learning utilising Flipped Learning, Lectures with Small Group Exercises, Problem Based Learning, Case Study Based Learning, Patient Scenarios, Reflective discussion, ALS

B3 Preceptorship Curriculum

- Managing difficult conversations & conflict
- Enhanced CAIT Dementia training
- Trauma Informed Care



- Career Opportunities & Apprenticeships
- Functional Skills/ L3 Module Information
- Motivational Interviewing*
- Digital Skills*

- Who are AHPs?
- Supervising in practice for HCSWs
- Reflective Practice
- Wellbeing & Building Resilience



Delivering excellence



- Leading Self
- Supporting Change
- Quality Improvement
- Clinical Decision Making

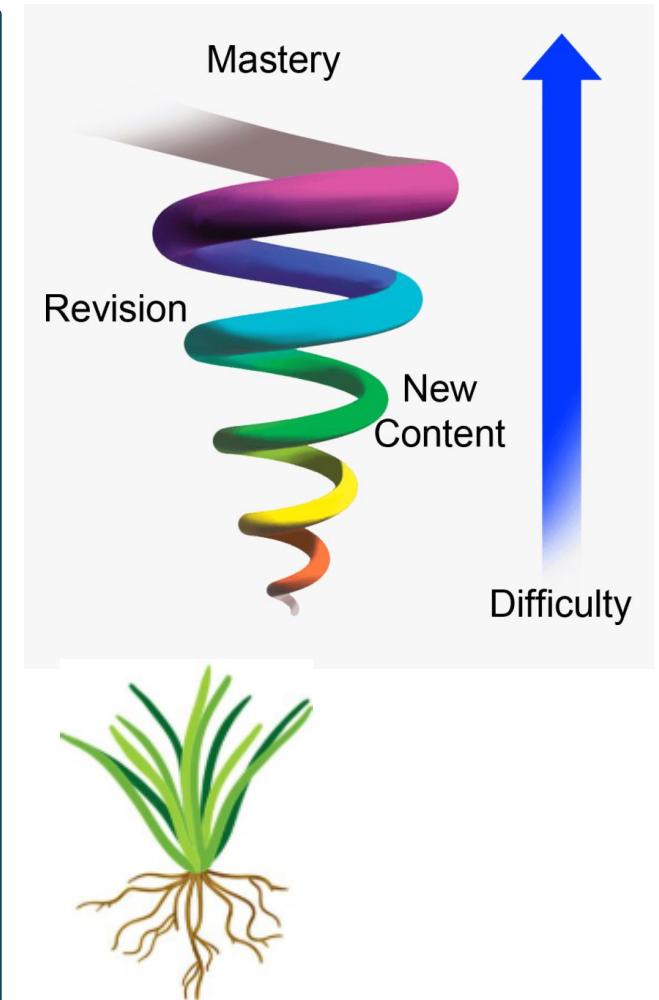
B3 Preceptorship Curriculum

Grass-rooted, Spiral curriculum model

Exploring complex situations through critical thinking, revisiting topics and building a new scaffold of knowledge and learning each time.

Combining the constructivism learning theory and a humanistic approach, emphasizes value in the learners' prior experiences & existing knowledge whilst relating new ideas.

(Bruner, 1966)



The Hidden Curriculum



QI projects, cohort 1

NUTRITION

Benefits:

- Increases Protein.
- May help you live longer.
- Keeps skin, teeth, and eyes healthy.
- Supports muscles, helps the digestive system.
- Improves brain function.

CHALLENGES!

Self neglect. Difficulties in eating and drinking. Underlying conditions. Mental health.

Personalised Care - in Nutrition and Wounds

A healthy diet is essential for good health and nutrition.

It protects you against many chronic noncommunicable diseases, such as heart disease, diabetes and cancer.

Eating a variety of foods and consuming less salt, sugars and saturated fats are essential for a healthy diet.

REF - WHO - world health organization.

Our idea is to give Patients information to help them make informed choices regarding their health and wellbeing to promote independence.

WOUND CARE

Benefits.

- Speeds up the healing process.
- Improves your immune system.
- Improves Circulation.
- Promotes good mental health.
- Helps to prevent develop serious health conditions

CHALLENGES!

Patient choice. Self care. Mental health. Infection.

Problem

Patients dressings were sent to catheter suppliers.

Impact

Frustrating for patients. Time consuming for nurses.

Solution

Tick box on formulary to prompt nurses and prescribing team to check patient has catheter.

POOR ORAL HEALTH

Oral Health

Oral health is a critical indicator of overall health and well-being.

Oral health professionals are obligated to identify and document oral health issues that could impact a patient's overall health.

WHAT IS MOUTH CARE?

Mouth care is defined as the maintenance of oral health and the prevention of oral disease. It includes the assessment, diagnosis, and management of oral health issues.

INDICATORS OF SUBSTANDARD ORAL HEALTH

- Swollen gums
- Reddened gums
- Yellow or white patches
- Loose teeth
- Bad breath
- Difficulty swallowing
- Changes in taste
- Changes in voice
- Changes in appearance

INSULIN ADMINISTRATION

STEP BY STEP GUIDE TO SELF ADMINISTRATION

- Wash and dry your hands.
- Choose where you're going to inject.
- Attach the needle to your pen - removing the outer and inner caps - point your pen upwards and dial up two units of insulin. Keeping your pen upward, press the plunger until a drop of insulin appears from the top of the needle. (If no insulin appears, repeat this step from the needle and cartridge.)
- Dial your dose and make sure the spot you're injecting is clean and dry. To clean, use soap and warm water. You do not need to use alcohol wipes.
- Pick a soft fatty area to inject. Tops of thighs, belly, bum and triceps (triceps: the top and back of the upper arm, are not always recommended for children or thinner people).
- Insert the needle straight into the area of choice.
- Press the plunger until the dial goes back to 0.
- Count to 10, slowly, to give the insulin time to enter your body before removing the needle.
- Throw away the needle using your needle clipper or sharps bin. Your hands are now clean.

Why We Should Change Bed-Making Procedures?

Old school

Step 1

Step 2

Step 3 and 4

FOOD AND FLUID CHARTS CHAMPIONS

- They are individuals within a healthcare environment who are dedicated to ensuring the accurate completion and maintenance of food and fluid charts for patients.
- These individuals play a crucial role in promoting optimal nutrition and hydration for patients and guide colleagues to play similar role.

Introducing the Role of Activity Person at Bluebells Chailey Clinical service for Young People

Why introduce the role?

- Enhanced Patient Experience.
- Promoting Engagement
- Addressing Comprehensive Care
- Integrating recreational and therapeutic Differentiation and Excellence

Responsibilities of the Activity Person

- Activity Planning
- Engagement Facilitation.
- Therapeutic Integration
- Family Engagement

Advantages

- Personalized
- Mental Stim
- Social Inter
- Rehabilitat
- Emotional S

LOCATION: Chailey Clinical Service for Young People

Job Type: Full time

SALARY: £18,720 (2023) / £23,088 (2024)

HOURS: 30 hours per week

Outcomes



Consolidate professional knowledge through ongoing reflection on their own practice, shared experiences and identify knowledge gaps.



Explore and identify personal strengths and weakness, formulate an individualised development plan, to demonstrate taking accountability for their own learning.



Review, evaluate and critically discuss case studies in relations to clinical incidents drawing on policies and procedures to inform clinical decision making.



Develop enhanced communication skills, building a healthy workplace culture and supporting change.

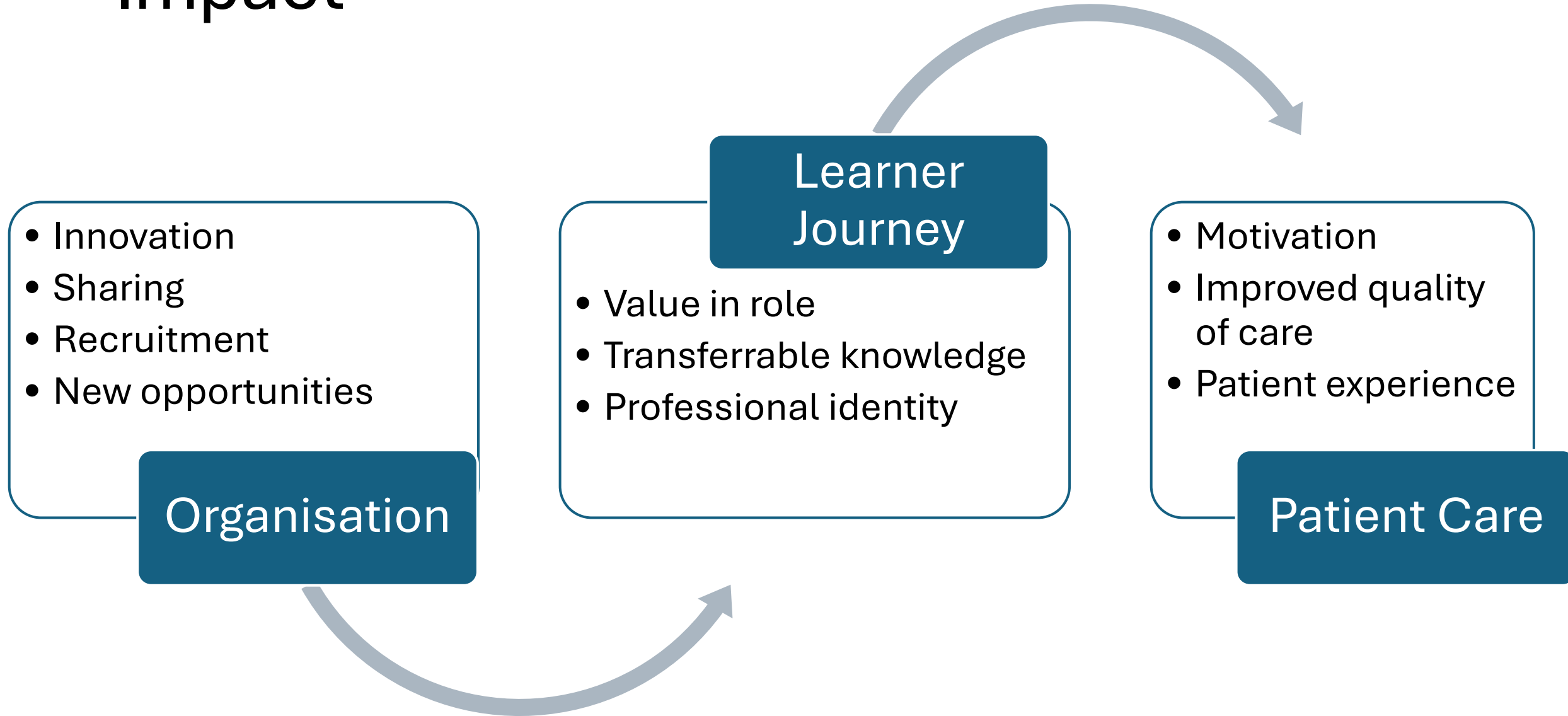


Identify importance of self-care, maintain health& wellbeing through building resilience.



Understand the principles of QI and present a Quality Improvement project or proposal from their area of practice.

Impact



Impact

Investment:

Resources, classroom, teaching design

Time to be released required, buddying & support

Outcomes:

Improved patient safety & outcomes

Safe, confident, reflective healthcare professionals

Retention, motivation for role

Trust engagement- Quality improvement engagement

Improving self awareness and resilience

We learnt the positive impacts:

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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.

(Cohort 1- Final day evaluations, 2022)

‘Has the programme content had a positive impact on you as an individual?’

100.00%
said
“YES!”

Developing Ideas

- Digital skills.
- Motivational interviewing.
- Application & statement writing.





FUTURE AIMS

- Evaluate & review
- Expand cohorts & venues
- QI project support and tracking
- Enhance working together & sharing resources on new initiatives
- Mapping to the HDA Lambeth model of delivery

Thank you
for listening

