

Clinical Support Worker Competency Framework

Band 2

Name:.....

Clinical area / Department:.....

Line Manager:

Date of commencement of competencies:.....

Date of completion of competencies:.....

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Introduction

This document identifies generic skills and competencies expected of all Clinical Support Workers (CSW) working within Walsall Care NHS Trust & The Royal Wolverhampton NHS Trust at Band 2.

Staff working at Band 3 have additional competencies required for their role which are contained within an additional booklet.

These competencies are designed to encompass the trusts' values which must be embedded throughout all sections of this document.

On completion, this document must be kept by the Clinical Support Worker for their personal portfolio; a copy submitted to the line manager and retained in their personal file.

Please note if the CSW is yet to complete and achieved their Care Certificate then they will be required to complete the Care Certificate competencies whilst also completing this document.

Code of Conduct for Care Support Workers

The Trust expects all Clinical Support Workers to adhere to the Skills for Health/Skills for Care Code of Conduct for Care Support Workers and Adult Social Care Workers in England.

Skills for Care/Skills for Health (2013) Code of Conduct for Care Support workers and Adult Social Care Workers in England www.skillsforcare.org .

Guidance Notes

All the skills identified within this document must be carried out in line with:

- Current Trust policies, procedures, and protocols
- Current legislation

The CSW undertaking these competencies must also ensure that they:

- Maintain the health and safety of the patient, their colleagues and themselves.
- Use all equipment appropriately and safely.
- Provide the patient with emotional and physical support throughout
- Seek appropriate advice and support if unsure of the action to take.
- Participate in the delivery evidence-based quality care.

Assessment

Staff undertaking competency assessments must be competent in the skills being assessed. The assessor must be a Registered Nurse, Nursing Associate or AHP who has been deemed competent by the Department Manager.

Whilst completing the competencies within this document the assessors must be aware that they will remain accountable for the delegation of any task and the supervision of the individual.

A CSW is expected to demonstrate a minimum of Level 3 of Steiner and Bell's taxonomy as identified below (Page 5) in all competencies. The assessor must ensure that each outcome is reviewed, signed, and dated indicating assessment or non-assessment in line with the outlined standards.

Competencies **MUST** be achieved within 6 months of commencing in post however this can be increased to 12 months in the exceptional circumstances and will be reviewed on an individual basis. Staff assimilated into the Band 3 role must complete the competencies within 12 months of assimilation.

The manager or person with delegated responsibility will:

- Meet the CSW fortnightly, review competencies and set realistic timescales for assessment.
- Competencies should be reviewed at the annual appraisal.
- Accurately and honestly assess the CSW against the competence criteria, identify any competencies not being met and provide constructive feedback and guidance to support and enable the CSW to become competent.
- Review progress midway through the programme and escalate to the Area Manager if timescales are not being achieved or other concerns are identified.

Where competence cannot be demonstrated because that element of care is not delivered in a particular clinical setting this must be documented in this booklet by the manager of that clinical area. The CSW is expected to ensure any competencies omitted because opportunities are not available, are achieved within 6 months of commencement should they move to a clinical area where that skill is required.

Failure to progress

Where areas of concern are identified or the CSW fails to achieve competence in a timely manner this should be escalated to the Area Manager at the earliest opportunity. The CSW, Manager and Practice Education Facilitator must agree clear action plans to facilitate assessment within a defined timescale. These plans must be documented in the individual's personal file and progress regularly reviewed. Further failure to progress should then be managed under the Trust's Capability or Conduct Procedures.

Relevant Contact Details

The education team may be able to offer support or identify appropriate training opportunities to support the CSWs who are failing to demonstrate competence.

Disclaimer / Sign Off

I confirm that I have checked the below competencies and confirm that all sections are completed accurately:

Senior Sister / Charge Nurse / Practice Education Facilitator

Print Name:..... Signature / Stamp: Date:

Member of Staff

Print Name:..... Signature / Stamp: Date:

Assessment Taxonomy

The following taxonomy developed by Steinaker and Bell (1979) describes the sequence of levels of skill acquisition that individuals progress through as they learn and develop competence in a skill.

All CSW's are expected to demonstrate skills at a minimum of Level 3 of the taxonomy to be deemed competent.

Taxonomy level	Learners performance	Criteria for accepted performance	Implications for mentors / assessors
Level 1 (L1)	Exposure	Gain understanding through exposure of the knowledge, skills and attitudes needed for professional competence.	Selects and presents information. Demonstrates appropriate task. Acts as a motivator to reduce anxiety and maintain confidence. Observes trainees willingness to learn.
Level 2 (L2)	Participation	Completes competence only with substantial supervision and support. Student is unable to relate theory to practice	Offers guidance and supportive feedback. Questions the trainees understanding. Promote further thought and learning from situation. Observes level of learner participation.
Level 3 (L3)	Identification	Perform competency safely with minimal supervision / support, is able to relate theory to practice.	Less supervision and intervention. Provides advice and feedback. Reinforces good practice. Asks questions of the trainee, relating theory to practice.
Level 4 (L4)	Internalisation	Able to explain the rationale for nursing action, is able to transfer knowledge to new situations. Seeks and applies new knowledge and research findings.	Requires less supervision whilst caring for a group of patients/ clients, demonstrates ability to use problem solving skills, critical analysis, and evaluation.
Level 5 (L5)	Dissemination	Capable of independent nursing practice. Advises others, teaches junior colleagues, and demonstrates ability to manage care delivery by junior staff.	Requires minimal supervision to plan, implement and evaluate care for a group of patients. Demonstrates critical analysis, evaluation, and decision-making skills

Steinaker, N. and Bell, M (1979), The Experiential Taxonomy: A New Approach to teaching and learning.

Assessor Signature and Stamps

For validation purposes, all Assessors involved in the assessment of the CSW undertaking these competencies are required to provide a signature and the relevant details below.

While the use of personal stamps is encouraged, this should be in addition to, rather than a replacement for, the Assessor's signature and date.

All Assessors are personally and professionally accountable for ensuring that they are competent to assess a CSW undertaking these competencies.

Full Name	Position	Clinical Area	Signature	Initials

Clinical Competencies

1.0 Commitment to Trust Values and the Delivery of Quality Care

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
1.1 Demonstrate adherence to Trust policies and practices, relevant to your role to include: • Trust values • Infection Prevention • Human Resources • Clinical Procedures • Freedom to speak up • Attendance at work			
1.2 Discuss the boundaries of your role and responsibilities.			
1.3 Discuss your understanding of what constitutes compassionate care.			
1.4 Explain how you would seek supervision when situations are beyond your level of competence.			
1.5 Identify ways in which you can promote and uphold the delivery of person-centred care.			

1.6 Discuss how you will maintain competence within your role.			
1.7 Demonstrate presentation of self in a manner which promotes a positive image of health care workers.			
1.8 Demonstrate adherence to the Trust dress code policy at all times.			
1.9 Demonstrate consistent reliability and punctuality.			
1.10 Discuss the Trust patient safety culture and identify some of the initiatives that the Trust implements.			
CSW PRINT and sign:	Date:		
Assessor PRINT and sign:	Date:		

2.0 Confidentiality

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
2.1 Explain the principles of confidentiality.			
2.2 Discuss why it is important to clarify the identity of the enquirer prior to providing any information.			
2.3 Explain how you maintain the confidentiality of the individual's information within the working environment.			
2.4 Explain why it is important to gain patient permission to disclose information.			
2.5 Discuss when disclosure of information is justified.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

3.0 Communication

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
3.1 Discuss the importance of responding and addressing patients in a timely manner e.g. toileting, answering the call bell.			
3.2 Explain the importance of confirming patient identity and obtaining valid consent before delivering an intervention.			
3.3 Discuss the appropriate action to take where actions/ behaviours of others give you cause for concern including patients, relatives and carers.			
3.4 Demonstrate development and maintenance of professional relationships with patients, carers, and colleagues.			
3.5 Demonstrate use of telephones i.e. transferring call, using the mute facility appropriately and placing a call back.			

3.6 Demonstrates the correct handling of telephone enquiries including: • Demonstrates a professional manner. • Answers the telephone promptly. • Greets callers; identifies self and department if in the office/clinic • Establishes who is calling. • Take relevant details from the caller including who they wish to speak to. • Identifies the appropriate person to deal with the call. • Ensure messages are communicated in an accurate and timely fashion.			
3.7 Demonstrate communication with patients, carers and relatives at a pace, in a manner and at a level appropriate to individuals' understanding and preferences.			
3.8 Discuss actions that you may take to ensure patients, carers and relatives have the support they need to communicate their views, wishes and preferences.			
3.9 Explain how you would seek information and advice about patients, carers and relatives specific communication, language needs and preferences.			
3.10 Demonstrate appropriate body language, eye contact, and tone of voice and methods of listening that actively encourage patients, carers, staff and relatives to communicate.			

3.11 Discuss the importance of concentrating, listening, and responding appropriately when you are communicating with patients, relatives and carers.			
3.12 Discuss the action you would take if you identified a matter of concern / potential safeguarding issue.			
3.13 Explain the importance of seeking additional advice regarding questions and concerns that are beyond your limitations.			
3.14 Discuss the appropriate action to address any misunderstandings.			
3.15 Demonstrate access and accurate completion of patient's records.			
3.16 Discuss how to deal with a complaint.			
3.17 Discuss the PALS service and their role.			

3.18 Explain how you may deal with an agitated or aggressive patient.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

4.0 Team Working

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
4.1 Demonstrate collaborative working with colleagues from own/other professions.			
4.2 Work with others within the team to identify, agree and clarify: • Your role and responsibilities. • The roles and responsibilities of others. • How your role and responsibilities contribute to the overall objectives and purpose of the team. • How you can and should contribute to team activities, objectives, and purposes.			
4.3 Agree, seek, support, and take responsibility for any development and learning that will enable you to carry out your role and responsibilities within the team more effectively.			
4.4 Ensure your behaviour to others in the team supports the effective functioning of the team.			
4.5 Offer supportive and constructive assistance to team members.			
4.6 Complete commitments to other team members effectively and according to overall work priorities.			

4.7 Discuss what action you would take if you experienced problems in working effectively with other team members.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

5.0 Privacy and Dignity

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
5.1 Discuss how patient privacy and dignity is upheld.			
5.2 Act in a manner that always maintains patients' dignity and adhering to EDDMI by: • Ensuring appropriate clothing is always available. • Provide care in a private environment, ensuring all curtains/doors are closed during any activity involving personal care. • Obtain consent, by knocking or verbal request, prior to entering this environment. • Understand the need for and provides/acts as a chaperone if requested or deemed appropriate. • Encourage/promote independence, working closely with patients, family, and carers to enable patients to self-care wherever possible.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

6.0 Equality and Diversity

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
6.1 Demonstrate treating and valuing patients as individuals.			
6.2 Demonstrate respect the individual's diversity, cultures, values, and beliefs.			
6.3 Demonstrate appropriate support to enable individuals to make their own decisions.			
6.4 Demonstrate promotion of patient independence.			
6.5 Discuss how you would support individuals to make compliments and complaints.			
6.6 Explain how you put the individual's preferences at the centre of everything you and others do.			

6.7 Discuss how to challenge behaviours and practice that discriminate against individuals.			
6.8 Discuss how you would seek advice if having difficulty promoting equality and diversity.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

7.0 Infection Prevention

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
7.1 Demonstrate correct hand washing technique to prevent the spread of infection.			
7.2 Discuss the five moments of hand hygiene.			
7.3 Demonstrate safe handling of body fluids in accordance with Infection Prevention policies.			
7.4 Discuss how infection prevention standards are always upheld.			
7.5 Discuss the importance of keeping your fingernails short and clean, and do not use nail polish or artificial fingernails.			
7.6 Discuss the importance of reporting any skin problems to your line manager, Occupational Health, or your GP so that appropriate treatment can be undertaken.			

7.7 Demonstrate appropriate preparation of a bed area for a new patient and following discharge.			
7.8 Demonstrates effective decontamination of commodes.			
7.9 Discuss the importance of cleanliness of equipment.			
7.10 Explain the principles of isolation including the PPE required for isolation precautions to include • Enteric • Droplet • Reverse			
7.11 Demonstrate high standards of hygiene when handling food.			
7.12 Demonstrate how to dispose of all waste. • Sharps • Soiled linen • Infected linen • Clinical waste • Domestic waste • Glass bottles • Blood and blood products			

7.13 Demonstrate how to undertake MRSA screening swabs as per Trust policy.			
7.14 Discuss the action to take following a needlestick injury.			
CSW PRINT and sign:	Date:		
Assessor PRINT and sign:	Date:		

8.0 Manual Handling

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
8.1 Identify where you would locate information regarding patient's manual handling needs.			
8.2 Locate and discuss the use and storage of available equipment.			
8.3 Demonstrate safe manual handling practice following correct techniques and using appropriate equipment to include • Slide sheets • Hoist • Assisting patient with an aid • Chair transfer • Bed transfer • Standing frame			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

9.0 Core Skills

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
9.1 Demonstrate correct methods of assisting patients to maintain their personal hygiene needs.			
9.2 Demonstrate the correct technique when making a bed both unoccupied and occupied.			
9.3 Demonstrate and discuss different methods of providing oral care including: • Brushing teeth • Dentures • Mouth			
9.4 Discuss your limitations as a CSW with regards to escorting a patient to another ward/department.			
9.5 Identify the implications of escorting a patient to another ward/department.			
9.6 Demonstrate safe escort of a patient to another ward/department.			

9.7 Discuss the need for and importance of undertaking regular patient checks for comfort and positioning.			
9.8 Demonstrate accurate completion of the patient documentation with regards to the repositioning and comfort check.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

10.0 Falls Prevention

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
10.1 Discuss the key factors that contribute to the risk of patients falling.			
10.2 Identify potential environmental hazards and the action required to eliminate them.			
10.3 Demonstrates awareness of the Falls Prevention Policy and interventions required.			
10.4 Demonstrate accurate completion of the patient documentation with regards to falls prevention.			
10.5 Discuss the action to take following a patient falling.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

11.0 Nutrition and Hydration

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
11.1 Discuss procedure of ordering meals for patients.			
11.2 Discuss the importance of providing meals to meet patient's religious/cultural beliefs.			
11.3 Demonstrate accurate recording of nutritional and fluid intake on the fluid balance chart.			
11.4 Discuss the importance of assisting patients to make healthy meal choices.			
11.5 Demonstrate safe and correct skills for feeding patients using appropriate feeding aids to meet patient's needs.			
11.6 Discuss how nutrition and hydration can be provided for patients with swallowing difficulties.			

11.7 Explain the role of others i.e. Dietician, Speech, and Language Therapist.			
11.8 Discuss the importance of good oral care in relation to nutrition and hydration.			
11.9 Discuss why protected mealtimes are important.			
11.10 Explain the role of the CSW in preparation of the environment at mealtimes.			
11.11 Demonstrate the preparation of patients for mealtimes e.g. comfort check, dentures, washing hands, positioning, environment.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

12.0 Tissue Viability

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
12.1 Discuss factors that may cause deterioration of skin.			
12.2 Demonstrate ability to recognise pressure damage.			
12.3 Discuss the action to take if a skins changes are detected.			
12.4 Identify areas of the body prone to pressure ulcer development.			
12.5 Demonstrate correct positioning of patients in bed/ chair to maintain comfort and reduce risks of skin deterioration.			
12.6 Explain how to obtain pressure relieving equipment.			

12.7 Identify and discuss different pressure relieving equipment including its function and how it is used.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

13.0 Emergencies

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
13.1 Discusses and demonstrates the ability to recognise patient deterioration to include an A- E assessment and escalation to registered practitioner.			
13.2 Identify and discuss the emergency telephone number.			
13.3 Demonstrate correct use of the call bell system and emergency telephone number including information to be given.			
13.4 Discuss how you would ascertain that the individual's circulation and breathing has stopped and establish the need for basic life support (DR ABC).			
13.5 Demonstrate an awareness of the RESPECT policy.			
13.6 Demonstrate the ability to check that all the appropriate equipment is in good working order.			

13.7	Discuss the immediate action to deal with health and environmental emergencies, including: • Fire. • Security. • Serious and minor accidents. • Cardiac/Respiratory Arrest			
13.8	Discuss the appropriate action to take on hearing a fire alarm/discovering of a fire.			
13.9	Discuss the evacuation procedure, fire escape and assembly point.			
13.10	Locate the fire equipment.			
13.11	Discuss items which pose significant risk of fire.			
CSW PRINT and sign:			Date:	
Assessor PRINT and sign:			Date:	

14.0 Urine Output

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
14.1 Describe what 'normal' urine output is.			
14.2 Demonstrate accurate assessment of patients' urine output using catheters, urinal bottles or collection devices.			
14.3 Discuss the importance of urine output in recognition of patient deterioration.			
14.4 Demonstrate accurate documentation of urine output on the fluid balance chart.			
14.5 Discuss when to escalate a change in urine output to a registered practitioner.			

14.6 Demonstrate the accurate collection of a Mid Stream Specimen of Urine to include: • Identification of when a specimen is required • Correct equipment • Personal Protective Equipment • Correct sample pot • Patient communication and explanation of procedure • Accurate completion of details on specimen pot • Hand decontamination • Escalation of concerns			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

15.0 Collection, Storage and Transport of Specimens

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
15.1 Work within your level of competence, responsibility, and accountability for obtaining and testing specimens.			
15.2 Discuss the rationale for sampling.			
15.3 Demonstrate the correct procedure for collecting the following specimens: • Urine • Faeces • Sputum			
15.4 Demonstrate accurate labelling of specimens collected.			
15.5 Explain the importance of accurate labelling of specimens.			
15.6 Demonstrate accurate completion of appropriate documentation.			

15.7 Discuss the appropriate action to take if abnormal results are detected.			
15.8 Demonstrate the correct procedure for the transportation of specimens to the relevant area			
CSW PRINT and sign:	Date:		
Assessor PRINT and sign:	Date:		

16.0 Stock Ordering/Re-stocking

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
16.1 Discuss where stores/linen supplies are kept and where to locate key equipment.			
16.2 Discuss how ward stock is ordered.			
16.3 Explain the importance of maintaining stock levels and stock room tidiness.			
CSW PRINT and sign:		Date:	
Assessor PRINT and sign:		Date:	

17.0 Care after Death

Performance Criteria	Evidence of assessment at Level 3 (To be completed by the CSW)	Assessor Signature and Stamp	Date
17.1 Discuss importance of delivering end of life care to include identification and adherence to cultural, spiritual and family beliefs.			
17.2 Discuss communication strategies and support techniques for significant others/bereaved individuals including team members			
17.3 Discuss how to support family who want to participate in end of life to include: • Communication • Recognition of emotions • Identify the level of participation that the family member(s) want to take • Confirm with family if hand prints, locks of hair or hand photographs are required and facilitates if requested			

17.4 Demonstrate assisting in the delivery of Care after Death in line with the local trust policy/procedure to include: • Gathering equipment and documentation • Check for Infection Prevention precaution as per local trust policy • Do not shave a male patient unless requested by the family and risk discussed i.e. development of bruising • Maintains privacy and dignity at all times • Complete patient property sheet • Complete documentation in line with trust policy • Communicate with portering team to arrange transfer of patient to the Swan Suite/Mortuary		
CSW PRINT and sign:	Date:	
Assessor PRINT and sign:	Date:	

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