

# Senior Healthcare Support Worker

## Adult Nursing Support pathway

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. They carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. On completion of this apprenticeship the individual will be a competent and job-ready Senior Healthcare Support Worker.

This programme is suitable for people working in a range of services including hospitals, community, health or day case units, someone's home, nursing or care homes, assessment centres, hospices, schools, prisons, GP surgeries, charity or voluntary organisations; working in partnership with individuals, families, carers and other service providers.

Senior adult nursing support workers look after adults in a range of settings, duties will vary accordingly. In most instances their supervisor will be a registered nurse. Some people they support have short term needs; eg they have sustained an injury. Others may have long-term conditions which affect them every day, all their lives eg asthma, diabetes, cancer, heart disease, dementia, depression, stroke or arthritis. Many people suffer from more than one condition eg an older person who has sustained a fall and has a wound that needs regular dressing, may also have heart disease. Some people will need round the clock care, being able to do very little for themselves, requiring them to look after all their personal needs including feeding, washing, going to the toilet as well as carrying out clinical tasks like checking their blood pressure or pulse.

## Senior Healthcare Support Workers will learn core skills and also to:

- Assist nurses with delegated clinical tasks
- Undertake a range of physiological measurements
- Assist with tissue viability risk assessments
- Assist with caring for wounds
- Obtain and test samples and other specimens
- Support frailty, end of life care
- Contribute to discharge from services
- Monitor and maintain the environment, equipment and resources; perform first line calibration on clinical equipment and manage stock control
- Recognise limitations in mental capacity and respond appropriately

Other clinical tasks are determined by the work setting and policies eg: support people to receive medication or non-oral treatments; monitor the effects of medication; care for stomas; take ECGs; care for individuals with catheters or nasogastric tubes; carry out screening activities eg hearing or vision; monitor swallowing, prepare or carry out extended feeding techniques.

## Assessment

- Care Certificate
- Level 3 Diploma
- A multiple choice and short answer test
- An observation of practice undertaken in the workplace
- A learning journal and interview

Funding cap

**£3,000**

Average duration

**18 - 24 months**

**Level 3**

A Level equivalent

Qualifications

**Level 3 Diploma in  
Clinical Healthcare  
Support**

Professional Accreditation

**n/a**



For further information, contact CQM  
**0114 281 5781** or **info@cqmlearning.co.uk**

# Senior Healthcare Support Worker

## Mental Health Support pathway

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. They carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. On completion of this apprenticeship the individual will be a competent and job-ready Senior Healthcare Support Worker.

This programme is suitable for people working in a range of services including hospitals, community, health or day case units, someone's home, nursing or care homes, assessment centres, hospices, schools, prisons, GP surgeries, charity or voluntary organisations; working in partnership with individuals, families, carers and other service providers.

Mental Health Support Workers support individuals with mental ill health. They work as part of a multi-disciplinary team offering a range of mental health services. They will support individuals, and their families, at different stages of their illness or recovery by listening, providing emotional support, developing and reviewing plans to meet their needs; observing and reporting changes in their mental and physical well-being; encouraging independence and enabling them to manage their condition and quality of life. Usually they will have to work closely with carers and with other organisations eg housing or social care.

### Senior Healthcare Support Workers will learn core skills and also to:

- Assist registered practitioners with delegated mental health tasks and therapeutic interventions
- Undertake a range of physiological measurements on adults
- Apply specific communication skills to build and sustain relationships with individuals and carers being aware of where barriers may exist; observe and record verbal and non-verbal communication, recognising how it may be relevant to the individual's condition
- Implement strategies to promote mental well-being; implement strategies to support individuals
- Identify ways mental health may be affecting an individual's emotions, thinking and behaviour and respond accordingly
- Observe, record and report changes; use proactive approaches to manage behaviour which challenges
- Take an active approach in supporting service users or carers to manage their condition, including during change and transitions, recognising the impact of mental ill health on them and others enable and empower individuals to actively participate in society
- Promote a recovery based approach enabling the individual to manage their condition
- Identify situations when you need additional support to communicate and build relationships
- Involve carers and family members in risk management processes

### Assessment

- Care Certificate
- Level 3 Diploma
- A multiple choice and short answer test
- An observation of practice undertaken in the workplace
- A learning journal and interview



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Funding cap

**£3,000**

Average duration  
**18 - 24 months**

**Level 3**  
A Level equivalent

Qualifications  
**Level 3 Diploma in  
Mental Health Support**

Professional Accreditation  
**n/a**