

SCOTTISH GOVERNMENT HEALTH DIRECTORATES

**IMPLEMENTATION OF CEL 23 (2010) – MANDATORY STANDARDS AND CODES
FOR HEALTHCARE SUPPORT WORKERS**

ACTION OFFICER'S NETWORK MEETING

MONDAY, 31 AUGUST 2011, 14.00 – 16.00

**SCOTTISH HEALTH SERVICE, CENTRE,
CREWE ROAD SOUTH, EDINBURGH**

NOTES OF MEETING

Present:

Audrey Cowie (Chair) (ACo), Scottish Government

Sandra Ameno, National Services Scotland

David Black (DB), NHS Ayrshire and Arran- deputising for Lorna Kenmuir

Maggie Byers-Smith (MBS), NHS Lothian

Margo Christie (MC), NHS Dumfries and Galloway

Sandra Dunlop, State Hospital

Susan Dunne (SD), NHS Lanarkshire

Lynn Marsland (LM), NHS Grampian

Laura McKie (LMcK), NHS Greater Glasgow and Clyde – deputising for Lyndsay Lauder

Val Mutch (VM), deputising for Linda Lynch, NHS24

Liz Walker (LW), NHS Forth Valley- deputising for Morag McLaren

Janice Laing (JL), NHS Borders

Rhona Waugh (RW), NHS Fife

Tony Wigram (TW), Scottish Ambulance Service

By video-link:

Deanne Gilbert, NHS Western Isles

Robert Allan (RA), NHS Orkney- deputising for Julie Nicol

Andrew Glen (AG), NHS Shetland

Apologies:

Karen Adams, NHS Education for Scotland

Anne Campbell, KSF Lead - Scottish Government

Debbie Donald, NHS Tayside

Lorna Kenmuir, Ayrshire and Arran

Liz Jamieson, NHS Education for Scotland

Lyndsay Lauder, NHS Greater Glasgow and Clyde

Linda Lynch, NHS 24

Morag McLaren, NHS Forth Valley

Judith McKelvie, NHS Highland

Julie Nicol, NHS Orkney

Mary Parkhouse, NHS Lothian

In attendance: Robert Girvan (RG) (secretariat), Jason Birch (SGHD observer), John Davidson (SGHD observer)

| Item | Topic | Action | Due |
|------|-------|--------|-----|
|------|-------|--------|-----|

| | | By: | Date: |
|-----------|---|------------|--------------|
| 1. | Welcome, introductions and apologies | | |
| | <p>ACo welcomed members to the fourth and final meeting of the Action Officer's Network and round table introductions took place.</p> <p>Apologies and substitutions were recorded as above.</p> | | |
| 2. | Membership List / Contact Details | | |
| | <p>With regard to membership, Donald Shiach of NHS Highland had been replaced by Judith McKelvie. Stuart Baird of National Services Scotland had been replaced by Sandra Ameno.</p> <p>The latest contact e-mails of the group were noted for future networking and information sharing.</p> | | |
| 3 | Minutes of 28 February and Action Points | | |
| | <p>The minutes from the last meeting were confirmed as a true record with the exception of one amendment: Maggie Byers-Smith was in attendance and Lynn Marsland was not.</p> <p><i>Action Points</i></p> <p>LJ had provided the NES update and clarified timescales.</p> <p>SW had e-mailed the SWISS paper. The additional field indicating that a person met the HCSW definition had been added. The field terminology had been changed to reflect the terms: 'Compliance Date' and 'Withdrawal Date'. It had not been possible to flag up the Board that had taken the withdrawal decision. JD noted that SWAG/staff-side would be likely to challenge such a measure. The pre-employment PIN could be strengthened as an additional safeguard.</p> <p>The remaining APs had all been actioned.</p> | | |
| 4 | Matters Arising | | |
| | There were no matters arising. | | |
| 5 | Feedback on progress reports from Action Officers | | |
| | <p>Comments were invited on the individual evaluation questions:</p> <p>Q4- It was agreed that compliance was resource intensive, particularly for the bigger boards. It was noted that parts of organisations may still take forward their own recruiting, which had to be tackled.</p> <p>Q5- It was noted that the QA was helpful. It was</p> | | |

| | | | |
|-----------|--|-----------|--|
| | <p>suggested that the Direction could be rebranded 'Healthcare Worker' rather than 'Healthcare Support Worker', to reflect the fact that Healthcare Scientists etc would be implicated. It was agreed that this proposal would be taken to legal advisers and SWAG for consideration.</p> <p>Q6- Concerns were reported over those domestics working as little as 5hrs a week. A disproportionate amount of time would be taken to complete the workbook. A supervisor may, for example, have to travel to a rural locale. ACo noted that the Domestic Services Framework had a good read-across to the Standards and Codes.</p> <p>Q7/8- It was noted that for those on zero hour contracts there was not enough time to build up evidence. ACo commented that it was still of benefit for them to be aware of the requirements.</p> <p>Q10- It was asked whether a person would have to complete the induction standards if they changed role. ACo commented that they would only have to do this if they were not previously within the HCSW definition.</p> <p>It was noted that the PIN policies were currently being reviewed and compliance with them was a contractual requirement.</p> <p>On the subject of senior managers, ACo said that their level of induction and the NHS Scotland Leadership Code surpassed the HCSW requirements so compliance was not mandatory.</p> | RG | |
| 6 | Amendment to CEL 23 (2010) | | |
| | It was agreed that the clause that exempted Healthcare Scientists and Psychotherapists/Counsellors from compliance with the HCSW definition would be removed and the potential change of the HCSW term would be investigated further with SWAG. | RG | |
| 7. | AOCB | | |
| | ACo said that national monitoring of compliance with the Code of Practice would be achieved via existing staff information systems. RG would discuss this further with JD and Kim Kingan. | RG | |
| 8. | Way Forward | | |
| | <p>ACo commented that the Cabinet Secretary had a particular interest in professionalism and the model contributed to that agenda. An analysis of the evaluation reports had been submitted to the Chief Nursing Officer and the Director of Health Workforce. An update would be submitted to the Cabinet Secretary and a letter of thanks would go out to Boards.</p> <p>There was no current plan of how to measure the impact of implementation. JD suggested that there was a need to tie this in with existing mechanisms and build</p> | | |

| | | | |
|--|---|--------------------------------------|--|
| | <p>measurement into the staff/patient experience mechanisms and project. The emphasis would be on measuring impact as a worker in the NHS rather than numbers, focusing on the benefits from the process regarding motivation and productivity.</p> <p>It was agreed that a revised membership list with current contact details would be circulated.</p> | <p>RG/JD</p> <p>RG</p> | |
|--|---|--------------------------------------|--|