

Definition of HCSW

The definition of HCSW¹ is an NHSScotland employee who is not statutorily regulated as a healthcare professional and who:

- has a direct clinical role, under supervision of a healthcare professional;
- has an indirect clinical role, under the supervision of a healthcare professional;
- has a direct service provision role, with access to patients and members of the public;
- is involved in dealing with personal identifiable patient data;
- is involved in having responsibility for maintaining premises or equipment used by patients; and/or
- is involved in the preparation/ delivery of goods or services directly for/to service users.

¹ CEL23 (2010)

Monitoring of Code of Practice for Employers

Compliance with the Code of Practice for Employers will be monitored through Staff Governance and Information Governance arrangements.

Local information and contacts

[Insert local information label here]

Healthcare Support Workers What managers and supervisors need to know about NHSScotland's Mandatory Induction Standards and Code of Conduct



Further information

The following websites provide useful and up-to-date information:

HCSW pages on SHOW (Scottish Health on the Web):

www.workinginhealth.com/standards/healthcaresupportworkers

HCSW pages on NES (NHS Education for Scotland):

<http://www.hcswtoolkit.nes.scot.nhs.uk/induction-standards--codes>

© Crown copyright 2011
ISBN (web only): 978-0-7559-9956-9
APS Group Scotland DPPAS11184 (01/11)

Since 31st December 2010 a set of national Induction Standards and a Code of Conduct for Healthcare Support Workers (HCSWs) and a Code of Practice for Employers of Healthcare Support Workers has been mandatory.

All New HCSWs employed by NHSScotland must sign up to complying with the Code of Conduct at the point of taking up employment and must achieve all Induction Standards, normally, within three months of full-time employment (or the part-time equivalent). A workplace reviewer (normally the PDP reviewer) will be allocated to support and assess the HCSW in achieving the standards and in complying with the Code of Conduct.

Achievement of the Induction Standards and demonstrated compliance with the Code of Conduct will be recorded on the Scottish Workforce Information Standard System (SWISS) (by the named SWISS contact) so that information can be gathered nationally, through running annual SWISS reports, on the number of HCSWs achieving the required standard.

As a manager or supervisor, you will need to ensure that all new starts meet the following mandatory Induction Standards.

Induction Standards:

1. Protecting the public from harm and abuse
2. Being fit (healthy) to work
3. Maintaining health and safety at work

4. Assessing risks at work
5. Reporting incidents at work
6. Working within confidentiality guidelines
7. Developing your knowledge and practice
8. Reviewing your working practice to improve your knowledge
9. Contributing to team work
10. Building 'customer' relationships
11. Managing yourself as a resource
12. Working within your own limits
13. Working in line with the equality, diversity, rights and responsibilities of people
14. 'Whistle-blowing' in cases of harm and abuse

There are two codes which must be adhered to:

- Code of Conduct – for HCSWs in NHSScotland
- Code of Practice – for Employers of HCSWs in NHSScotland

As a manager or supervisor, you will need to ensure that all new starts comply with the Code of Conduct within three months of full-time employment, or the part-time equivalent, and for the duration of their employment within NHSScotland.

You will also need to comply with the Code of Practice which sets out standards for employers of HCSWs based on existing good employer practice, including requirements of the Staff Governance Standard and Partnership Information Network policies (PIN policies).

Links with patient safety and competence

The Induction Standards, the Code of Conduct for HCSWs and the Code of Practice for employers complement the Scottish Government's commitments to patient safety and the Healthcare Quality Strategy. In addition, they will give HCSWs and their supervisors and managers the confidence to know what standard is expected of HCSWs, from early in their employment, and that they are equipped to deliver their role competently and in a professional manner.

Links with KSF and personal development planning and review

The process for assessing HCSWs' achievement of the standards and compliance with the code will be embedded within the personal development planning and review process and will be part of the evidence for KSF.

The e-KSF will provide evidence, through recording development reviews on the system, of an employee's progress against their KSF outlines for posts. It will also:

- a. support employers in demonstrating that they are working to the standard set out within the Employer's Code of Practice; and
- b. provide evidence that the HCSW is being supported to maintain appropriate knowledge and skills levels for KSF.