



NES North Region HCSW Learning Event

Keynote Address

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Acting Director of Nursing, Midwifery and
Allied Health Professions

Welcome



Healthcare Support Workers



- **Vital** to all services across Health and Social Care
- Varied and diverse roles within Nursing, Midwifery and Allied Health Professional teams

North Region HCSW Workforce



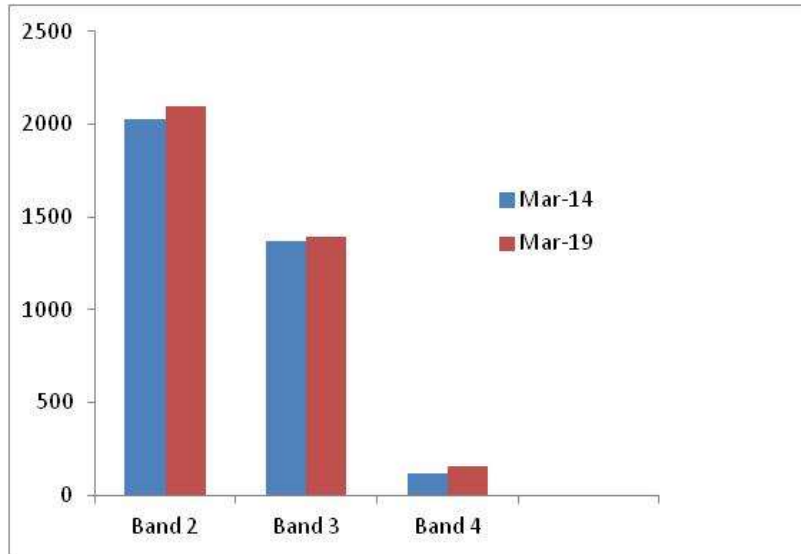
In total there are **4123** (WTE) Nursing, Midwifery and Allied Health Professional (AHP) HCSWs employed in the North Region

ISD Data, June 2019

North Region HCSW Workforce



Nursing and Midwifery – Band profile



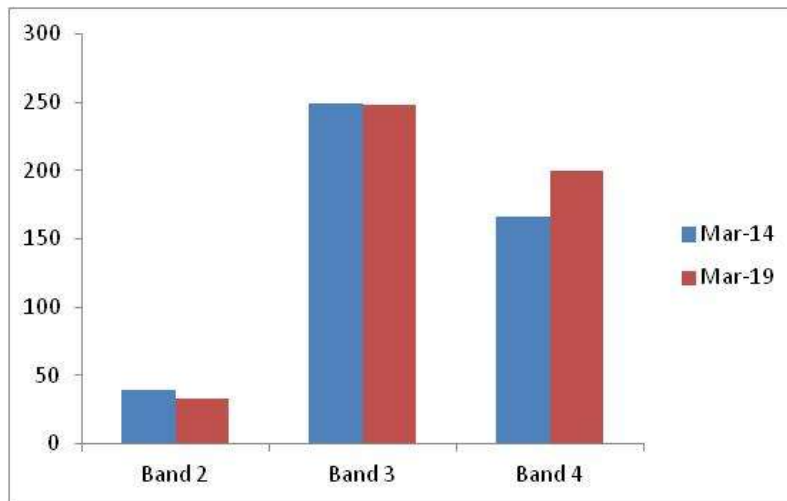
Additional 125.4 WTE
increase to the workforce
since 2014

35.8 WTE increase at band 4
level

North Region HCSW Workforce




Allied Health Professions– Band profile



Additional 25.8 WTE increase to the workforce since 2014, majority of the increase is at band 4 level, with small decrease in band 2 level posts

The Role of HCSWs

- Working directly with patients is at the heart of every HCSW role
 - Enormous potential to influence the experiences of people in hospital, GP practices, outpatients, and community settings
- 
- A decorative graphic at the bottom of the slide consisting of several overlapping, wavy, light blue shapes that create a sense of movement and depth.

The Role of HCSWs



History

Support Worker roles are not new

Origins as 'Nursing Aides' during the Crimean War (1854-56)

Stokes and Warden (2004)

The Role of HCSWs



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Historically a messy landscape?

A variety of Titles....Auxiliary, Assistant,
Technical Instructor....

To regulate, or not to regulate...

Agenda for Change...

The Role of HCSWs



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Where are we now
and where are we
headed to....



The Role of HCSWs



NES Learning Framework
(2016) - provided a new
opportunity to focus HCSW
roles around 4 interrelated
Pillars of Practice



The 4 Pillars of Practice

-  Clinical Skills
-  Facilitating Learning
-  Leadership
-  Service Improvement

Today's event is about recognising how to make learning work for you across the 4 pillars of practice

Your Role as a HCSW



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In addition to your clinical skills it is about seeing yourself

.....as a leader

.....as an educator

.....as someone who can help with improvements

Your Role as a HCSW



For our organisations....



It's about encouraging others to see and foster the talent, leadership and ideas for change that exists within the HCSW workforce

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Leadership in your role as a HCSW



“Leadership is not about titles, positions or flow charts. It is about one life influencing another”

John C. Maxwell



Facilitating Learning in your role as a HCSW



What can people learn from you, what can you learn from each other?

How can you become an effective educator?



Associate Practice Educators



NHS Grampian has invested in a formal education role for HCSWs

They are a recognised part of the practice education team, and support work-based learning for HCSWs across the health board



Service Improvement in your role as a HCSW



What ideas for improvement do you have – what would make things better around here?

Could you help with a quality improvement project or take part in a shared Governance Group?

“Make learning work for you”

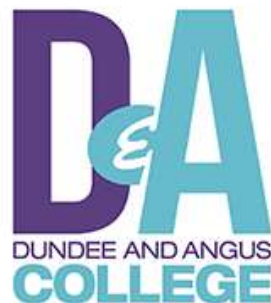


Recognising that we need

- ✓ A culture where learning is valued and encouraged in the workplace
- ✓ Supportive managers and colleagues
- ✓ Time
- ✓ Access to formal qualifications and funding to support this

“Make learning work for you”

Recognising that we are not alone....



University of Dundee

“Make learning work for you”



Recognising that we need....

- ✓ To provide more career pathways for HCSWs
- ✓ To develop HCSW roles for a new and different future in terms of how health and social care will be provided

Final Thoughts



“People do not care how much you know, until they know how much you care”

John C Maxwell

Final Thoughts



As a HCSW you have a rich potential to influence the lives of patients, their families and carers and they have the potential to enrich your learning every day



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