

FOI_1486_2023-24 – FOI Request Healthcare Support Worker (HCSW) Care Certificate

The Hampshire and Isle of Wight ICB HCSW Workforce team would like to formally request the following information relating to Healthcare Support Worker (HCSW) Care Certificate provision in each of our regional NHS trusts.

1. **The number of HCSWs currently in post**
812
2. **The number of these who have completed the Care Certificate**
589 = 72.53%
3. **The proportion of these that completed during the recommended 12 week time period - Care certificate | NHS Employers**
11.94%
4. **Details of any other staffing groups who undertake the Care Certificate and their current completion rate as a proportion of the total staffing number for this group.**
Other staffing groups that complete the care certificate are detailed below.
Physiotherapy Assistants/Technicians
Occupational Therapy Assistants/Technicians
Podiatry Assistants
Rehabilitation Assistants
Speech and Language Therapy Assistants

Compliance against total staff care certificate compliance.

	Number of Completions	Number of Staff	Compliance %
HCSW	530	812	65.27%
AHP	59	812	7.26%
Overall	589	812	72.53%

Care Certificate compliance against staffing group

	Number of Completions	Number of Staff	Compliance %
HCSW	530	737	71.91%
AHP	59	75	78.66%
Overall	589	812	72.53%

5. **A copy of your Care Certificate Policy / Standard Operating Procedure / Process document.**

We do not have a policy or SOP however; we have some guidance (attached) and an area of resources and guidance on the internal Website for Solent NHS Trust



internal Internet
Care certificate guid



How to complete
the Care Certificate.

6. If not included in the evidence for point 5 – details relating to whether you accept Care Certificates from external organisations.

Yes as long as they are from a reputable source/company and officially recognised with a certificate

7. If not included in the evidence for point 5 – who or is responsible/accountable for tracking and monitoring care certificate completion in your Trust.

HCSW Associate Practice Educator team under the direction of the Clinical Workforce team management structure

8. If not included in the evidence for point 5 – details relating to how you deliver and assess the theory and practical elements of the care certificate.

When staff join the trust, they attend a transition/induction week that incorporates the elements of the care certificate and other relevant topics aligned to best clinical practice.

During this induction, the staff are given their Care Certificate PAD where they can record and complete their assessments, and holistic observations. This is then reviewed and then signed off by a manager or Practice Assessor. Those who are not new to healthcare but new to the trust and have not achieved the care certificate in their previous role (s) can complete a self-assessment document which is reviewed by the manager and signed off.

Staff completing the care certificate are currently supported for 12 weeks to complete the care certificate elements either by the Practice Educator Associates supporting them in clinical practice (dependent on the HCSW Practice Educators Associates capacity) or by designated staff in the clinical areas that will assist them in the completion.

9. If not included in the evidence for point 5 – details relating to how you quality assure the Care Certificate provision in your Trust.

Teaching on the care certificate is quality assured through the observation and review of teaching content and delivery. It is assessed using a standard assessment tool based on the Health Education Quality Skills Framework, the Academy of Medical Educators professional standards, and the Association for Simulated Practice in Healthcare education framework and incorporates relevant elements from the NMC educational standards as well as the HCPC educational standards.

Each induction programme has the opportunity for staff to feedback on their experience of their interactions with the programme staff, and the content and delivery of the programme.