

**8TH NATIONAL CONFERENCE**

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Role developments of  
**Healthcare Support  
Workers and  
Nursing Associates**



**AIMED AT:** Senior clinical directors and managers of nursing, allied health and quality, service and department heads, practice development and training leads, workforce planners and educationalists

**Euston Square, London 8th November 2017**

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# Role developments of Healthcare Support Workers and Nursing Associates

The 8th national conference echoes the ongoing national innovation and role development of Healthcare Support Workers including apprenticeships and how these important groups are integrating in the skill mix of health and social care. The day also looks at the introduction and rapidly evolving Nursing Associate role and how the workforce is transforming in primary and secondary care.

The day is structured to allow for networking and interacting with all the speakers, providing the opportunity to exchange ideas and information with colleagues from around the country.

**8:30 – 9:20**

**Registration**

**9.25**

**Chair Open - Professor Karen Spilbury**, Professor of Nursing, School of Healthcare, Faculty of Medicine and Health, University of Leeds

**9:30**

**Rachel Overield**,  
Director of Nursing, Lead for  
the for the Trailblazer Site  
and **Linda Pascall**,  
Associate Director of Nursing  
Walsall Healthcare NHS Trust

**Shaping the future of the Nursing workforce**

- Lead provider in one of the successful sites as national trailblazer to implement the education and implementation of the Nursing Associate
- Values based recruitment with service users
- Partnership with nine Trusts and Higher Education Institute - developing a curriculum
- Managing the message with existing workforce
- Future opportunities and regulation

**10:00**

**Candace Miller**,  
Director, National Skills  
Academy for Health

**Apprenticeships - enabling Healthcare Support Worker career development**

- Apprenticeships and career pathways
- Implementing High Quality Apprenticeship Principles to benefit Healthcare support workers
- Evaluating impact and benefits

**10:30**

**Coffee and networking**

**10:50**

**Dr. Maxine Simmons**,  
Head of Practice and Professional  
Development  
and **Jayne Tague**,  
Head of Nursing Surgical  
Specialties Division, Chesterfield  
Royal Hospital Foundation NHS  
Trust

**Developing a model ward - a multi professional approach to skill mix**

- Drivers for development - opportunities of being a nursing associate pilot site/ development of Assistant Practitioners (AP) and challenges of workforce transformation, national nursing shortage and financial constraints
- Description of model ward - progress to date and early learning and evaluation
- Co creation of a vision - staff engagement - experiences of resistance through to embracing concept
- Way forward - next steps including roll out and virtual ward across organisational boundaries

**11:20**

**Lucie Llewellyn,**

Course Director FdSc Healthcare Practice (Nursing Associate

and **Jo Gregory,**

Associate Professor for Workforce Development, Faculty of Health, Social Care and Education, Kingston University and St George's University of London

## **Using action learning sets to develop critical thinking skills in first year Nursing Associate Trainees**

- Test site status to take part in the first wave of Nursing Associate training
- Action learning sets implemented within year one of the programme, co-facilitated by Practice Educators from the participating Trusts and University
- Aiming to support trainee development and allow opportunities for structured reflection on real-life practice-based challenges, in a supportive, small group environment
- Impact of action learning sets on the critical thinking skills, situational judgement and personal resilience of trainees during the first year of the programme

**11:50**

**Gillian Thistlewood,**

Lead Therapist Inpatients, Gloucestershire Hospitals NHS Foundation Trust

## **Embedding a support worker role and identity on acute wards within therapy**

- How therapy integration was embedded for Physiotherapy and Occupational Therapy in an acute trust, to include unqualified staff
- Changing identity of therapy support workers on wards was important to integration
- Review of how competency was developed for therapy support workers
- Case examples of how therapy support worker role has contributed to patient care and therapy outcomes in an acute setting

**12:20**

## **Lunch and networking**

**1:15**

**Jackie Mitchell,**

Senior Lecturer, Nursing Associate Fd Sci award Leader, University of Wolverhampton

and **Linda Pascall,**

Associate Director of Nursing, Walsall Healthcare NHS Trust

## **Service user led situational scenarios and objective structured interview 'Values Based Recruitment' model for Trainee Nursing Associates: sharing positive experiences**

- Experiences of this innovative recruitment model; a variation of the typical mini interview and structured values based interview
- Lack of empirical evidence regarding the long-term impact of values based recruitment within nursing disciplines
- Variation of screening and selection approaches recommended by Health Education England (2016) and chose a service user led role-play interaction station in addition to an objective structured value based interview
- Service Users and Carers Contributing to Educating Students for Services (SUCCESS) scoring applicants according to the core values aligned with the 6Cs: Compassion in Practice (NHS 2012) and the NHS Constitution
- Demonstrating collaborative partnership working at its best

**1:45**

**Chris Stone,**

Learning and Development Lead, Cygnet Hospital, Woking

## **Using collective leadership to formulate a curriculum in the development of senior mental health support workers**

- Formulation of the curriculum using a scoping exercise led by senior support workers
- How various educational models and approaches were explored from the scoping exercise
- How the programme was developed using a values based model through collective leadership and how this avoided a 'top down' approach
- Non-traditional educational approaches to an unregistered healthcare workforce can impact positively on personal and professional development
- Shaping future educational programmes and career development for unregistered healthcare workers

2:15

Tea and networking

2:30

**Amanda Meehan,**

Practice Manager

and **Norma Clark,**

Health Care Assistant, The Village Practice, London

### **Role of Healthcare Support Worker in Primary Care - An 'on the ground' view**

- The Practice - who we are including demographics
- Expectations of practices and our current model
- The HCSW in General Practice - An HCA's view
- The Vision - Some dynamic ideas including facts and figures from trials and patient/staff feedback

3:00

**Professor Kay Caldwell,**

Head of the Innovation Hub for Workforce Transformation, Middlesex University

and **Lisa Smith,**

Assistant Director of Nursing and Workforce, Whittington Health NHS Trust

### **Cross sector collaboration - A partnership model for workforce transformation: The Nursing Associate**

- Development of our 5 borough (north central London) training hub and how this enabled the engagement of acute, integrated care and mental health Trusts along with GP practices, nursing homes and social care organisations, to run one of the Nursing Associate pilot sites
- Partnership model and how it supports innovation and transformation, using the Nursing Associate pilot as an example
- Challenges we encountered, how they were mitigated and could be prevented in the future
- The ways that the model may be used as a force for change within health and social care

3:30

**Sue Dawson,**

Project lead for Band 4 Assistant Practitioners, Brighton and Sussex University Hospitals NHS Trust

### **Championing the implementation and development of the Band 4 Assistant Practitioner role**

- Implementation of a generic 'golden' Band 4 Job description (mapped to national profiles) to ensure standardisation across the Trust with a clearly defined scope of practice and the opportunity to work 'across disciplines
- Facilitation of a local induction programme and provision of 1:1 clinical support to ensure development of appropriate range of clinical skills with achievement of competency
- Preceptorship Programme – a forum for on-going education, valuable networking, group supervision with a range of relevant topics, speakers and opportunities to enhance career and professional development
- Mitigation of risk - introduction of a risk assessment matrix with recommendations and a formal process to provide governance

4:00

Chair and evaluation

4:15

Close

Role developments of **Healthcare Support Workers** and **Nursing Associates** - £379.00pp.

**ROLE DEVELOPMENTS OF HEALTHCARE SUPPORT WORKERS AND NURSING ASSOCIATES**

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30 Euston Square, Kings Cross, London NW1



### How to find the conference venue

Located on the corner of Euston Road and Melton Street. A short walk from Euston Station, 30 Euston Square is directly opposite the Wellcome Trust building (Euston Road) as well as Grant Thornton House (Melton Street).

Easily accessible and conveniently located to many transport links, 30 Euston Square can be reached by numerous methods of travel.

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### On the train

Euston Station is a 1 minute walk. Kings Cross St Pancras is a 7-10 minute walk

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