

The 'Icare' Development Framework

(Inspire confidence, attract, retain, educate)

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Where we were

- Corporate and Local Induction
- Care Certificate completed within three months
- Training passport requirements.
- *“Pick it up as they go along”*

Data Gathering

1. Trust Staff Survey
2. Healthcare Support Worker Development Roadmap
3. Previous experience of new starters
4. Registered staff preceptorship
5. Internal HCSW survey –
 - How could the first six months in post have been improved
 - Health and wellbeing
 - Clinical supervision
 - Training not offered that would be beneficial
 - What are your career aspirations

Aims of the framework

- To provide new starters with relevant formalised learning and development not covered elsewhere
- That new support workers feel confident, competent, safe and effective in their role
- That they feel valued by the trust
- To develop peer networks, learning and reflection through shared experience
- To support and monitor completion of the Care Certificate
- To enhance patient interventions and care
- To embed the culture of HCSW development and progression from the start of their employment
- To attract new staff by offering the programme as part of the recruitment package
- Provide access to 1-1 pastoral support during their first four months with a further two months of Restorative Supervision from a Professional Nurse Advocate

Rolling educative programme

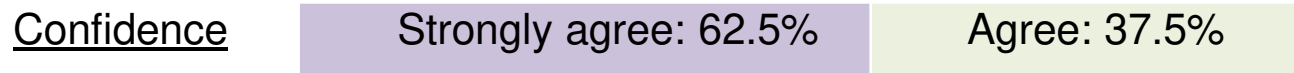
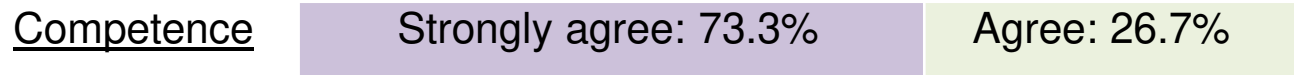
Month 1	Month 2	Month 3	Month 4
Mental Health – presentations, symptoms, behaviours	Psychological Interventions	Consent and Capacity	Staff health and wellbeing
Effective communication		Risk and Datix completion	Emotional intelligence and building resilience
Freedom to Speak Up Raising Concerns	Physical Health and clinical observation training	Person Centred Care	Quality Improvement
Civility, Respect and Resolution Closed Cultures		Schwartz Rounds	HCSW experience – the first six months
<i>Care Certificate workshop</i>	<i>Care Certificate workshop</i>	Utilising clinical supervision	Mental Health Act and patient rights
		Accessing online journals, research and evidence based practice. Athens account creation	Psychotropic medications and side effects
		Internal development pathways and opportunities	Sexual safety and professional boundaries
		<i>Care Certificate workshop</i>	<i>Care Certificate workshop</i>

Evaluation feedback

- ❖ Has the programme increased your skills, knowledge and awareness in supporting you to work in DHCFT?



- ❖ Has the programme had a positive impact on your:



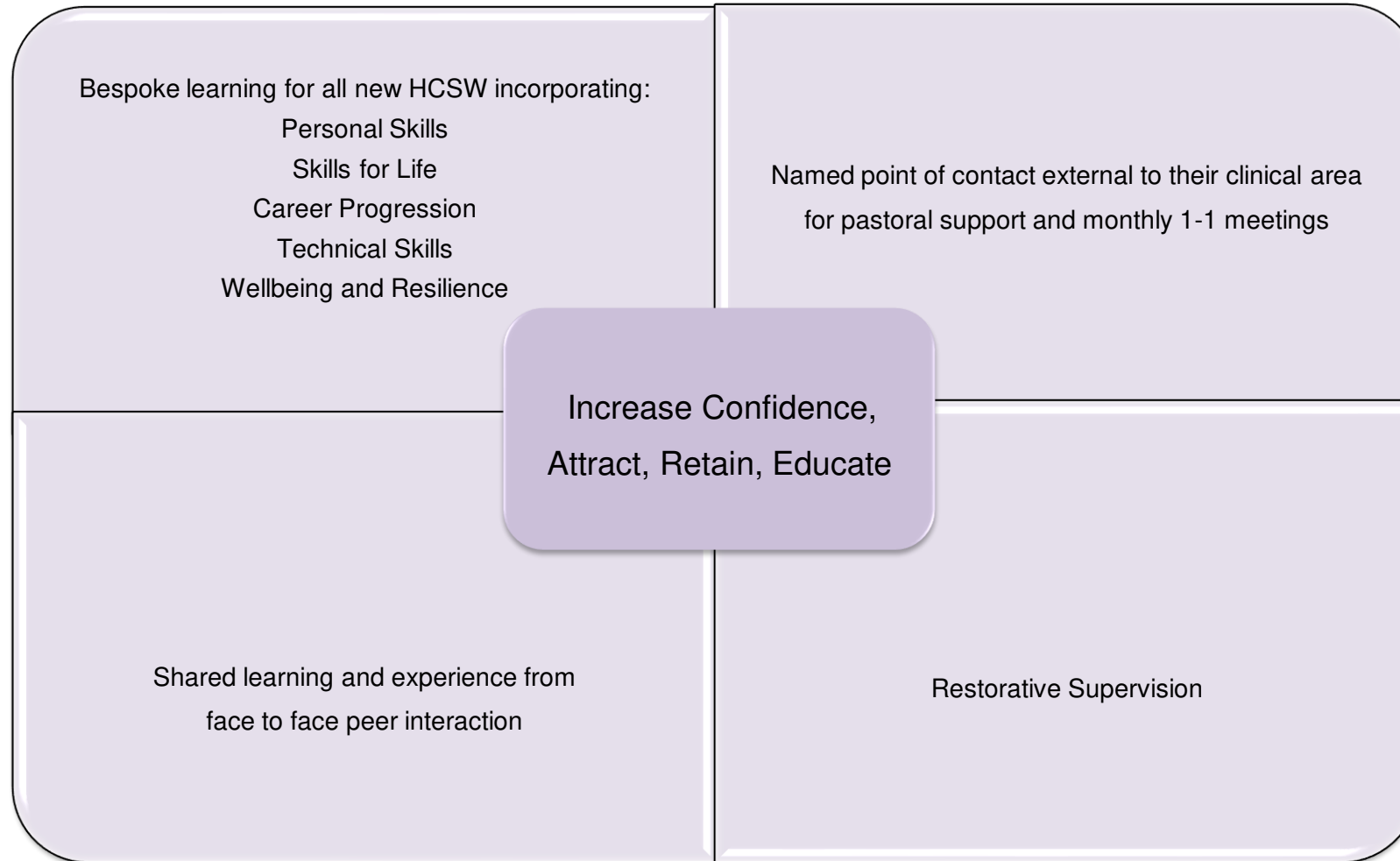
- ❖ Do you think the Icare programme should continue to be offered to newly employed HCSW's?

Yes – 92.9%

Yes, but could be longer – 7.1%

- *“The Icare programme has made a massive difference in the level of support for starting my role as new to the trust and to the NHS in general. I now aim to stay working for this trust as felt supported and the aim to support progression in my career. I cannot say enough how beneficial the programme and opportunities to extend my skills were within it. The 1:1 sessions in particular were extremely beneficial. Thank you for this opportunity”*
- *“The Icare programme has thoroughly expanded my knowledge and skills set to be able to practise in my role and work efficiently. From this experience and support from the 1:1 sessions, I am now considering completing an apprenticeship to further my career with DHCFT”*
- *“The Icare programme was very interesting and raised mine and my colleague’s awareness of many topics we were unsure of and helped to develop confidence. Dividing the course over four months helped with absorbing the information and allowed me time to adapt new knowledge to my working environment. The support I have received throughout the duration of the course was outstanding and helped me with understanding my role better and gave me the opportunity to find ways of personal development in my career. I believe the Icare programme was very beneficial and it will improve the quality of care provided by support workers”*
- *“I cannot thank you enough for this course which I will actually miss attending :) It is brilliant for new people to the trust. I have enjoyed my 1-1 supervision and I thank you for that time”*

Key areas of the Icare framework



Questions