

## 1. Introduction

- 1.1 These guidelines detail the recruitment assessment process, induction requirements and supernumerary time for newly appointed Healthcare Support Workers (HCSW's) of all disciplines.
- 1.2 Supernumerary is where a member of staff works in their clinical area but is not counted within the staff numbers for that shift. They work alongside a Preceptor / mentor / / buddy and are supervised and supported in practice to take responsibility for their work.

## 2. Scope

These guidelines apply to:

- a) People applying and recruited into substantive HCSW posts
- b) Line Managers of the newly recruited HCSW's
- c) The Education and Practice Development Nursing and Midwifery Team
- d) Recruitment Services and Training & Development Team

## 3. Guideline Statements

- 3.1 All applicants for HCSW posts will undergo shortlisting against the job description and person specification.
- 3.2 All candidates will sit a literacy and numeracy assessment and depending on results be offered an interview the same day (see appendix 1 for details).
- 3.3 Prior to their start date all successful candidates will be sent the necessary information to prepare them for their induction programme.
  - Welcome letter
  - Hospital Hopper Timetable
  - HCSW Induction Programme
  - Uniform and dress Code Policy
  - Health Care Support Worker Code of Conduct.
  - HCSW Job description / Healthcare Assistant Development Framework

3.4 Supernumerary time for newly recruited HCSW's is summarised in the flowchart attached as appendix 2.

#### **4. Education and Training**

There are no training requirements for the implementation of this guideline

#### **5. Monitoring and Audit Criteria**

<b>Element to be Monitored</b>	<b>Lead</b>	<b>Method</b>	<b>Frequency</b>	<b>Reporting arrangements</b>
Completion of Care Certificate	Anna Kendrick	Entry onto HELM	On completion of Induction programme	Line Manager
Completion of Care Certificate Competencies	Anna Kendrick	Entry onto HELM	On completion of Supernumerary period	Line Manager

#### **6. Supporting Documents and Key References**

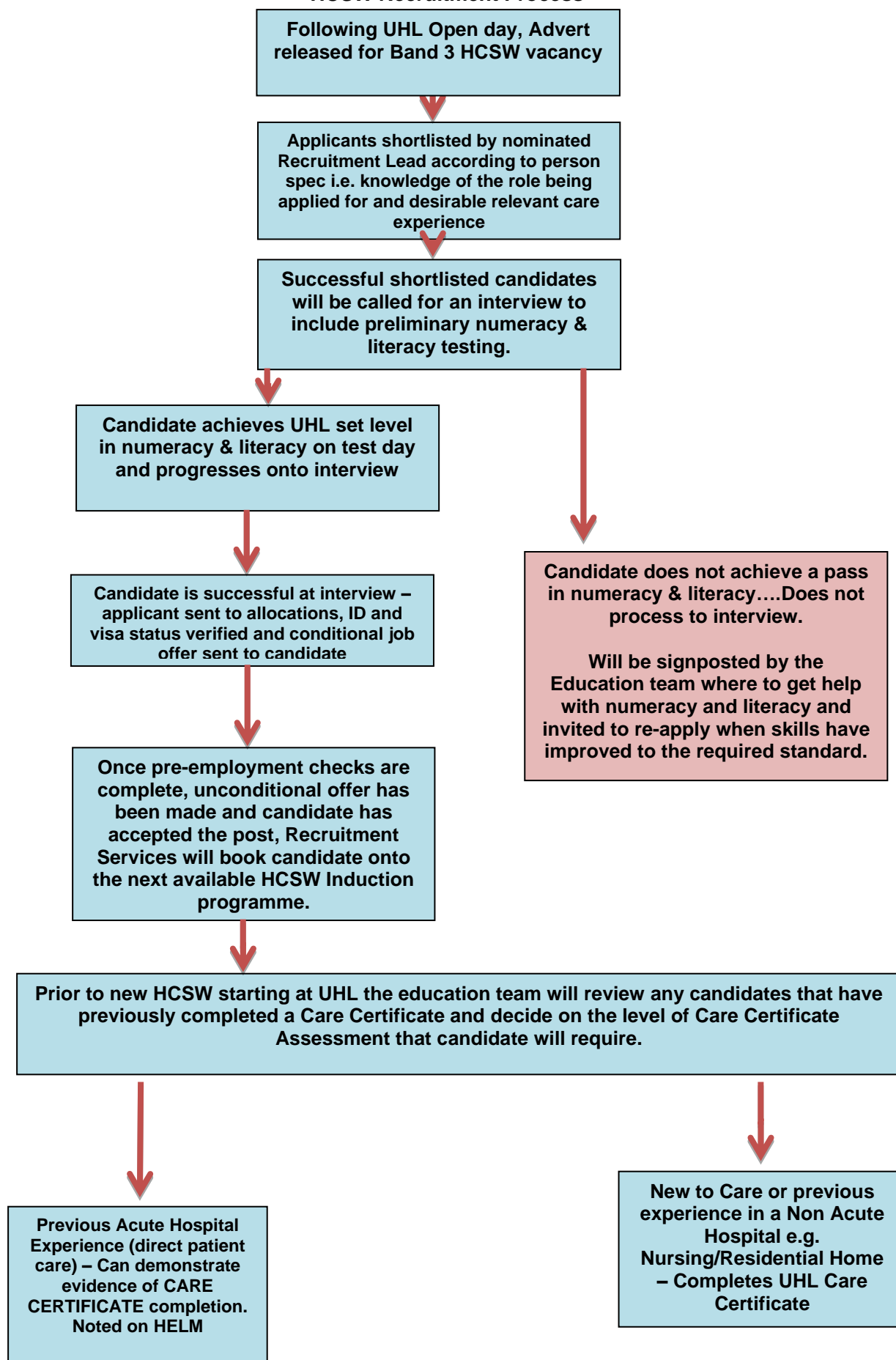
Policy for Corporate and Local Induction (Permanent Staff) Trust Reference B4/2003

#### **7. Key Words**

Supernumerary, new starter, Care Certificate, literacy, numeracy, HCSW = Health Care Support Worker

<b>DEVELOPMENT AND APPROVAL RECORD FOR THIS DOCUMENT</b>	
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<b>Version Number:</b> V5	<b>Details of Changes made during review:</b> Updated duration of Induction programme from 12 weeks to 3 weeks, updated supernumerary guidelines and inclusion of assessment of Care Certificate Competencies. The term HCA has been changed to the more inclusive term of Health care support Worker (HCSW). Development Framework renamed to Healthcare Support Worker instead of Band 2.

## HCSW Recruitment Process



## Supernumerary Time – HCSW's new to Trust

<p>Week 1 – Week 3</p>	<ul style="list-style-type: none"> <li>On commencement in Trust, the new staff member will be informed of the time and date to meet their Line Manager to sign new starter paperwork, meet staff and be shown around their clinical area.</li> <li>Attend, in full, the 3 week HCSW Induction programme.</li> <li>Completes Care Certificate and associated e-Learning with Education Team.</li> </ul>	<p><b>Notes / exceptions:</b> Weeks 1 – 3 will be predominantly classroom based with limited clinical exposure. 12 week probationary period commenced.</p>
<p>Week 4 – Week 5</p>	<ul style="list-style-type: none"> <li>New HCSW commences in post as Supernumerary, working alongside a HCSW buddy, wears a supernumerary badge, supplied by the ward and a green UHL badge for new starters.</li> <li>Commences local induction and works towards completing the required clinical competency assessments alongside Buddy / Mentor.</li> <li>Completes any Care Certificate standards / e-Learning if any remain outstanding.</li> <li>RN Carries out competency assessments and notifies Education team when complete so they can be added to HELM.</li> <li>HCSW Faculty team members will visit new staff in their clinical areas to offer clinical and pastoral support where needed.</li> </ul>	<p><b>Notes / exceptions:</b> Staff will not to be moved out of their clinical area to cover staff shortages in other areas or provide 1:1 patient care as this will delay sign off and limit exposure to sign off competencies. Experienced staff – Core Clinical Competencies should be completed during 1st week out in practice, 2 weeks for staff, new to care.</p>
<p>Week 6 - Week 12</p>	<ul style="list-style-type: none"> <li>Has attended new starter Appraisal with Line Manager.</li> <li>Completes any additional relevant training and / or commences area specific competencies.</li> <li>Works proficiently as a member of the nursing team but remains in close contact with their Buddy as support.</li> </ul>	<p><b>Notes / exceptions:</b> Failure to achieve Care Certificate/Competency sign off, contact the HCSW Faculty / Education and Practice Development Team for ongoing support plan and advice.</p>
<p>Week 12</p>	<ul style="list-style-type: none"> <li>Attends HCSW Induction Care Certificate Award day.</li> <li>HELM account updated with Completion of Care Certificate including relevant competencies.</li> <li>Certificate and badge awarded as evidence of completion.</li> </ul>	<p><b>Notes / exceptions:</b> HCSW Faculty team members will only continue to offer ongoing support to staff who have a valid action plan in place. 12 week probationary period has now passed.</p>

### Notes / exceptions:

- If further support is required then Line Manager to confirm additional time period and complete action plan. This must be agreed with the Matron and the Education team notified of the delay of completion of Clinical competencies.
- Any requirements for supernumerary time beyond week 4 (experienced staff- inclusive of 3 week HCSW Induction) or 5 weeks (new to care- inclusive of 3 week HCSW Induction) must be discussed and agreed with the Matron.
- Seek People Services / Occupation Health advice for specific issues relating to performance and / or sickness.

**Supernumerary is:** Where a member of staff works in their clinical area but is not counted within the staff numbers for that shift. They work alongside their HCSW buddy and are supervised and supported in practice to take responsibility and work as a HCSW.