

SENIOR HEALTHCARE SUPPORT WORKER

MENTAL HEALTH SUPPORT APPRENTICESHIP LEVEL 3

WHY YOU?

Mental Health Support Workers support individuals with mental ill health. You work as part of a multi-disciplinary team offering a range of mental health services. You will support individuals, and their families, at different stages of their illness or recovery by listening, providing emotional support, developing and reviewing plans to meet their needs; observing and reporting changes in their mental and physical well-being; encouraging independence and enabling them to manage their condition and quality of life. Usually you will have to work closely with carers and with other organisations eg housing or social care

DURATION: 18 months

ENTRY REQUIREMENTS: Health and Social Care experience and a minimum of two GCSE at grade 4 (grade C) or above in Maths and English is desirable. Functional Skills can be obtained on the course.

TRAINING LOCATION: Training 2000 Blackburn OR your employers location (depending on cohort size)

JOB ROLES INCLUDE: Senior Healthcare Support Worker, Therapy Support Worker, Mental Health Support Worker, Healthcare Assistant, Maternity Support Worker, Theatre Support Worker, Paediatric Support Worker.

OUR OFFER INCLUDES:

- Continuous training during programme
- Regular reviews with the apprentice and the employer
- Support when the apprentice is ready to undertake the End Point Assessment (EPA)

EMPLOYER BENEFITS:

- Highly skilled employees with globally recognised qualifications
- Engaged, knowledgeable and driven employees
- Regular reviews for behaviour, development and welfare of the learner
- Motivated, challenged and engaged learners, linking knowledge to their job roles
- Staff working to the highest level of ability

LEARNER BENEFITS:

- Enhanced skills and knowledge
- A key qualification
- Excellent career advice and guidance
- Progression pathway to Higher / Degree Apprenticeships and highly skilled roles within Health and Social Care
- An increase in potential earnings, working whilst studying

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COURSE DETAILS

It comprises of a Level 3 Standard including a Level 3 Diploma in Healthcare Support followed by the end-point assessment (EPA).

VALUES

You will be caring and compassionate, honest, conscientious and committed.

BEHAVIOURS

You will treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences, show respect and empathy for those you work with, have the courage to challenge areas of concern and work to best practice, be adaptable, reliable and consistent, show discretion, show resilience and self-awareness and show supervisory leadership.

ASSIST WITH DELEGATED CLINICAL TASKS AND THERAPEUTIC INTERVENTIONS

YOU WILL BE ABLE TO:

- assist registered practitioners with delegated mental health tasks and therapeutic interventions in line with current legislation and policy
- undertake a range of physiological measurements on adults
- apply specific communication skills to build and sustain relationships with individuals and carers being aware of where barriers may exist; observe and record verbal and non-verbal communication, recognising how it may be relevant to the individual's condition
- implement strategies to promote mental well-being; implement strategies to support individuals with mental ill health
- identify ways mental health may be affecting an individual's emotions, thinking and behaviour and respond accordingly
- observe, record and report changes; use proactive approaches to manage behaviour which challenges

YOU WILL KNOW AND UNDERSTAND:

- current legal policy and service frameworks for mental health (eg Mental Capacity Act, Deprivation of Liberty Safeguards and Mental Health Act); the impact they have on interventions including: rights of people using

SUPPORT INDIVIDUALS

- Take an active approach in supporting service users or carers to manage their condition, including during change and transitions, recognising the impact of mental ill health on them and others enable and empower individuals to actively participate in society
- promote a recovery based approach enabling the individual to manage their condition
- the needs of people with mental ill health and those supporting them at key stages and through times of

RISK ASSESSMENT AND RISK MANAGEMENT

- identify situations when you need additional support to communicate and build relationships
- involve carers and family members in risk management processes
- risk factors eg risk of harm to self or others, being harmed by others (including mental health services), a

services or giving formal or informal support, the role of advocacy

- the range of physiological states that can be measured including body temperature, height, weight, blood pressure, pulse, urinary output, breathing rate, oxygen saturation, and blood sugar levels; the types of equipment used for measuring physiological states in adults, how to check they are in working order
- a range of communication techniques relevant to mental health situations, including dealing with barriers to communication and conflicting opinions, powerful emotions, past experiences, delusions, hallucinations, confusion, stereotypes and assumptions, medication or substance misuse, environment, personality clashes, unrealistic expectations, issues of power or control, cultural differences, overload, organisational dynamics
- the nature of mental health well-being; the main forms of mental ill health according to the psychiatric (DSM/ ICD) classification system: mood, personality, anxiety, psychotic, substance-related, eating, cognitive disorders, trauma; positive or negative impacts mental ill health may have: psychological, emotional, practical, financial, social exclusion
- main interventions in mental health, including their strengths and limitations, adhering to national guidelines; the key principles and factors for choosing them; the benefits of early intervention

change or transition eg when they first develop mental health problems, if they go into psychiatric care, over the long term; how and when to refer; the impact of the individual's mental ill-health on their life, family, friendships, ability to work and actively participate in society a range of coping strategies and skills; sources of specialist support including: other services, interpreters, translators, speech therapy, psychologists, advocacy, equipment and communication aids

range of triggers which may occur and the impact of the environment

- prevention and risk reduction strategies, including suicide, behaviours which challenge, substance misuse, self-neglect
- ways to review/protect own mental health and wellbeing

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END-POINT ASSESSMENT

The end-point assessment has three components which have been designed to be completed once the apprentice has finished the on-programme learner journey. All three components will need to be passed in order for the apprentice to be awarded the Apprenticeship.

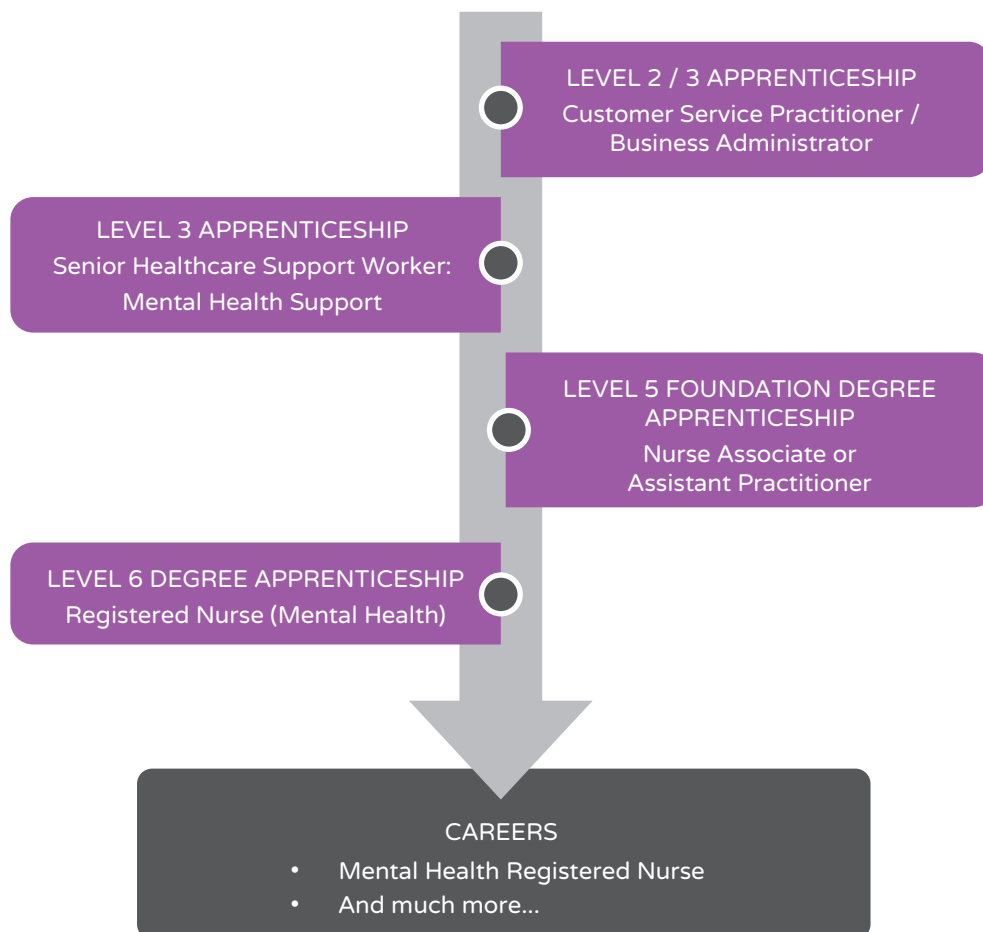
Apprentices will be expected to complete:

1. A multiple choice test that is divided into two parts. Part A covers the core knowledge involved and Part B covers the option-specific knowledge included.
2. The observation of practice is undertaken in the apprentice's workplace to assess skills and behaviours highlighted. A question and answer session will be used for skills and behaviours not fully seen during the observation period.
3. The professional discussion will assess the apprentice's knowledge, skills, values and behaviours in practice. The apprentice will collate a portfolio which they will use to underpin the professional discussion.

Judgement on whether the apprentice is ready for the end-point assessment is taken by the employer, who should gather views from the training provider and the apprentice to inform this decision. Apprentices should not be put forward for the end-point assessment before they are ready.

YOUR APPRENTICESHIP CAREER PATH

Below is an example career path showing how you can progress up to a Level 6 qualification. At the end of every qualification you have the option to leave your education and progress with your career - you don't need to study up to level 6.



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