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HCSW Induction pack

Name:	
Practice Assessor/Supervisor:	

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This document does not override or replace mandatory training.
Please note this pathways is not linear and acts as a guide to developmental planning

All new HCSW need to complete care certificate prior to clinics
Introduction

Congratulations and welcome to your role as a healthcare assistant within the central London borough. This document will aim to provide a consistent structure to your induction period and enhance the quality of your introduction to the role.

Who is it for?

- Entry level HCSW's
- HCSW new to central London/ Westminster

Aims and benefits:

- Ensure the staff feels welcomed into their new role and environment
- Enhance confidence, education and knowledge
- Increase job satisfaction

The Training hub are there to meet all educational needs of the primary care team. Contact for educational and training support, training courses, mentoring, sign posting, CPD and guidance.

Induction checklist template

Practice information	Date completed
Location/site staff will be working on	
Building access and codes, opening and closing of the practice.	
evacuation protocols, fire exits	
Opening hours and extended hours arrangements	
Toilet locations and staff areas	
Emergency equipment locations	
IT	Date completed
Access to necessary systems (systemOne, windows log in, smartcard)	
Nhs.net email set up	
Induction and training for clinical systems	
Explanation of telephone systems including telephone interpreting services	
Help desk contact details	
Management and HR	
Familiarise with job description	
Salary, working hours and payment	
Arrangements for 1-1's/appraisals and performance review	
Introductions to HR portal	
Annual leave and study leave request process	

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Discussion of indemnity insurance	
Staff	Date completed
Contact details for line manager and clinical supervisor	
Introduction to the General practice staff and different teams and roles	
Contact details for important staff within the PCN+ practices	
Information about organisational structure in practice area ((GP/ PCN / cluster / federation/trust structure)	
Introduction to the training hub, peer support groups and nursing forums within the PCN	
Information about team meetings and frequency	
Training and clinical practice	Date completed
Training needs assessment with allocated clinical supervisor. Review outstanding sections in competency booklet	
Signposting to Mandatory training and given time to complete	
Details of training hub lead and nurse educator/s	
Register for ELFH	
Shadow the various teams in the practice: reception, GP, Nurses, HCA's, GPA's etc	
Policies and procedures	Date completed
Procedures for booking in GP appointments	
Procedures for booking in other clinicians' appointments	

Explanation of referral procedures relevant to clinical roles: pulmonary rehab, weight management,	
Safeguarding	
Sharps injury management	
Home visits policy & lone worker policy	
Chaperone policy	
Clinical emergency protocols	
Incident reporting policies	
Complaints policies	
Sickness and absence reporting	

Declaration I, _____, have received the relevant training/ explanation on all of the areas listed in this induction program. I am aware of and understand the content detailed in the above checklist and will abide by the detailed policies and procedures. I have the appropriate indemnity insurance to perform my role and cover my scope of practice. I have completed all relevant mandatory training prior to commencing my role

Signed: _____ Date: _____

Signoff by Practice manager I, _____, confirm that has completed their induction in all of the areas listed in this induction checklist.

Signed: _____ Date: _____

Signoff by clinical supervised I, _____

Signed: _____ Date: _____

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Developmental Mapping

<u>Level</u>	<u>Description</u>	<u>Clinical competencies</u>
Level 1	<ul style="list-style-type: none"> ➤ Entry level role ➤ Work under supervision till trained and competent ➤ Clear roles and responsibilities ➤ Working toward completion of care certificate 	<ul style="list-style-type: none"> ➤ Care certificate completion ➤ Venepuncture ➤ Blood pressure monitoring ➤ Chaperoning ➤ Hand hygiene ➤ NHS health check
Level 2	<ul style="list-style-type: none"> ➤ Progressing in role ➤ HCA that is no longer working under direct supervision 	<ul style="list-style-type: none"> ➤ Height and weight measurements ➤ Heart rate and rhythm ➤ Temperature ➤ Blood pressure monitoring ➤ Urinalysis ➤ Blood glucose testing ➤ ECG ➤ Pulse oximetry ➤ ABPM ➤ New patient health checks ➤ Doppler ABPI ➤ Basic wound care ➤ Smoking cessation ➤ Diabetic check (BP, weight, BMI) ➤ INR testing ➤ Dementia awareness
Level 3	<ul style="list-style-type: none"> ➤ All clinical competencies above signed as competent 	<ul style="list-style-type: none"> ➤ Ear care ➤ Influenza, pneumococcal, shingles and B12 injections ➤ Assist with minor injuries ➤ Peak flow monitoring ➤ Learning disability reviews ➤ Therapeutic monitoring/chronic disease monitoring: <ul style="list-style-type: none"> ➤ Rheumatoid arthritis ➤ Anaemia

		<ul style="list-style-type: none">➤ Mental health disorders➤ Type II diabetes➤ Anticoagulation➤ Asthma/COPD
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Training	Initial training	Update frequency
Blood pressure monitoring	During clinical skills/HCSW programme course	Initial and annual competency check
Care certificate	ELFH	N/A
Diabetes	External training- Pitstop Training hub	3 yearly local/in house update
Ear care	External training- Training hub	3 yearly update
ECG ABPM New patient health checks	In house training and Competency sign off	As required
Height and weight measurements Heart rate and rhythm Blood glucose testing Temperature Pulse oximetry	During clinical skills/HCSW programme course Contact training hub	Annual in house competency review
immunisations	External training- Training hub	Annual update- flu
Injection and immunisations: Influenza, pneumococcal, shingles and B12 injections	External training and competency assessment ELFH modules and competency assessment	annual update NWL ICB
INR testing	Initial training ELFH	Annual review once
NHS health check		
Long term conditions monitoring: Learning disability Mental health	During clinical skills/HCSW programme course. Additional inhouse training	3 yearly- as required

Cancer care		
Respiratory conditions reviews: Asthma COPD	External respiratory for HCA course + competency sign off in practice Training hub	3 yearly- as required
Smoking cessation	https://oneyou-rbkc-westminster.org.uk/stop-smoking-practitioner-training/	
Venepuncture/phlebotomy	Face to face 1 day Training hub	once
Wound care Suture and clip removal	<u>1 day course with CLCH</u> Training hub	Annual update half day

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Advisory appointment length

*please note appointment lengths are advisory based on national recommendations-
time agreed is at the practice's discretion*

Appointment type	Appointment length once competent
BP monitoring	10
Ear irrigation	30
ECG recording	15
Immunisations adult/ B12	15
Long term condition review (asthma/COPD/diabetes)	30
Learning disability review	45 minutes-1 hour
NHS health check	30
Phlebotomy	10
Urinalysis	10
Wound care (depending on complexity)	20

Glossary of terms:

- **ABPI** – Ankle Brachial Pressure Index: A simple test to check blood flow in the legs.
- **AED** – Automated External Defibrillator: A device used in emergencies to restart the heart during cardiac arrest.
- **ANP** – Advanced Nurse Practitioner: A registered nurse with advanced training who can assess, diagnose, and manage patients independently or in collaboration with other professionals.
- **Aseptic Technique**: A method of working to prevent infection and contamination (e.g., when taking bloods or dressing wounds).
- **BMI** – Body Mass Index: A measure of body fat based on height and weight.
- **BP** – Blood Pressure: The pressure of blood against artery walls, measured as systolic (when the heart beats) and diastolic (when the heart rests).
- **BLS** – Basic Life Support: Emergency skills such as CPR and use of an AED.
- **CAT** – COPD Assessment Test: A questionnaire to measure how COPD impacts daily life.
- **CCG** – Clinical Commissioning Group: Organization responsible for planning and commissioning healthcare services for local populations in England.
- **Chaperone**: A trained staff member who supports patients during intimate examinations.
- **Chronic Disease Management**: Ongoing care of long-term conditions (e.g., diabetes, hypertension, asthma) to improve outcomes.
- **Confidentiality**: The ethical and legal duty to protect patient information.
- **Consent / Informed Consent**: Permission from a patient before treatment, ensuring they understand risks, benefits, and alternatives.
- **Consultation**: A meeting between patient and clinician to discuss concerns and agree a treatment plan.
- **Continuing Professional Development (CPD)**: Training and education to maintain and update professional knowledge.
- **COPD – Chronic Obstructive Pulmonary Disease**: A long-term lung condition causing breathing difficulties (e.g., emphysema, chronic bronchitis).

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- **CQC** – Care Quality Commission: Regulator ensuring GP surgeries provide safe and effective care.
- **CVD** – Cardiovascular Disease: Diseases affecting the heart and blood vessels (e.g., heart attack, stroke).
- **DM** – Diabetes Mellitus: A condition affecting blood sugar control.
- **DNAR** – Do Not Attempt Resuscitation: A decision not to attempt CPR if a patient's heart stops.
- **ECG** – Electrocardiogram: A test recording the electrical activity of the heart. HCAs may be trained to perform this.
- **Electronic Medical Record (EMR)**: A digital record of a patient's medical history, diagnoses, and treatment.
- **ENT** – Ear, Nose and Throat: Medical specialty for these areas.
- **FBC** – Full Blood Count: Blood test measuring red cells, white cells, and platelets.
- **Follow-up**: A later appointment to check progress or adjust treatment.
- **GERD** – Gastroesophageal Reflux Disease: Digestive disorder where stomach acid flows back into the oesophagus, causing reflux.
- **HbA1c** – Glycated Haemoglobin: Blood test showing average blood sugar control over 2–3 months.
- **Health Promotion**: Activities to educate and encourage healthy behaviours.
- **HPV** – Human Papillomavirus: A common virus linked to warts and cancers such as cervical cancer.
- **HRT** – Hormone Replacement Therapy: Treatment replacing hormones to relieve menopause symptoms.
- **HR** – Heart Rate: Number of heartbeats per minute.
- **IPC** – Infection Prevention and Control: Measures to reduce infection spread.
- **MDT** – Multidisciplinary Team: Different professionals working together to provide patient care.
- **NSAID** – Non-Steroidal Anti-Inflammatory Drug: Pain/anti-inflammatory medicines (e.g., ibuprofen).
- **Patient**: An individual receiving medical care.

- Patient-Centred Care: Care that prioritises patient preferences, needs, and values.
- **Patient Group Direction (PGD):** A legal framework allowing certain clinicians (not HCAs) to supply/administer medicines to groups of patients.
- **PSD – Patient Specific Direction:** A written instruction from a prescriber allowing a named professional (e.g., HCA) to give medicine to a specific patient.
- **PMH – Past Medical History:** Record of previous illnesses and treatments.
- **PPE – Personal Protective Equipment:** Gloves, masks, aprons, etc.
- **Prescription:** A written order from a prescriber authorising a medicine.
- **Preventive Care:** Services to prevent illness and detect conditions early.
- **Primary Care:** First point of healthcare contact, usually GP surgeries.
- **PPI – Proton Pump Inhibitor:** Medication that reduces stomach acid.
- **QOF – Quality and Outcomes Framework:** A system measuring quality in GP practices.
- **Quality Improvement:** Efforts to improve quality and safety of healthcare.
- **Red Flags:** Warning signs that may indicate serious illness and need escalation.
- **Referral:** Directing a patient to another service or specialist.
- **Safeguarding:** Protecting vulnerable adults and children from abuse or neglect.
- **SATS – Oxygen Saturations:** Blood oxygen level measured with a finger probe.
- **Smear Test:** Screening test to detect early cervical cell changes.
- **SOB – Shortness of Breath:** Common symptom of lung or heart problems.
- **Spirometry:** Breathing test to assess lung function.
- **STI – Sexually Transmitted Infection:** Infections spread by sexual contact.
- **TB – Tuberculosis:** An infectious disease mainly affecting the lungs.
- **TIA – Transient Ischaemic Attack:** A “mini-stroke” caused by temporary lack of blood flow to the brain.
- **UTI – Urinary Tract Infection:** Infection of bladder, kidneys, or urinary system.