

NATIONAL STANDARDS FOR HEALTHCARE SUPPORT WORKERS'¹ IN SCOTLAND

RESPONSE BOOKLET

¹ For this project, 'Healthcare Support Workers' are defined as those who provide a direct service – that is, they have a direct influence/effect on patient care/treatment/relationships - to patients and members of the public in the name of NHS Scotland. This would include those in support roles to the healthcare professions (such as care assistants) and those who provide ancillary services (such as porters and mortuary attendants). For ease of definition, anyone who 'is in contact with a patient in the name of, or on behalf of, NHS Scotland' and who is not already regulated would be included. Standards should also ideally be voluntarily adopted by those working in independent or voluntary health care settings.

Responses to this consultation are being sought from:

- the NHS in Scotland, England, Wales and Northern Ireland
- the independent healthcare sector in Scotland, England, Wales and Northern Ireland
- the voluntary sector in Scotland, England, Wales and Northern Ireland
- public representative groups
- patient representative groups
- NHS employers
- other employers
- healthcare support workers
- trade unions and professional organisations
- the Council for Healthcare Regulatory Excellence
- Scottish Social Services Council
- Regulatory Bodies
- other relevant stakeholders.

Responding to this consultation paper

We are inviting online and written responses to this consultation exercise by Thursday 31 August 2006.

We recommend using this response booklet, if possible. Please complete the response information form contained within the booklet.

Please send your on-line response to:

hcswconsultation@scotland.gsi.gov.uk

or, if in hard copy, to

Jude Watson
Scottish Executive Health Department
Regulatory Unit
BR.12
St Andrew's House
Regent Road
EDINBURGH
EH1 3DG

If you have any queries or any comments on the consultation process, please contact Jude Watson at the address/email above or telephone 0131 244 5088

Accessing this and other consultations

This consultation, and all other Scottish Executive (SE) consultation exercises, can be viewed online at <http://www.scotland.gov.uk/consultations>. You can telephone Freephone 0800 77 1234 to find out where your nearest public internet access point is. The Scottish Executive now also has an email alert system for [SE consultations](#). You can register to receive a weekly email containing details of all new SE consultations at <http://www.scotland.gov.uk/consultations/seconsult.aspx>.

Access to consultation responses

We will make all responses available to the public in the SE Library by 1 October 2006 unless confidentiality is requested. All responses not marked confidential will be checked for any potentially defamatory material before being logged in the library.

All respondents should be aware that the Scottish Executive is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

**Scottish Executive Health Department
Regulatory Unit
May 2006**

RESPONDEE INFORMATION FORM

Please complete the details below and attach it with your response. This will help ensure we handle your response appropriately:

Your details

Name
Address
Postcode
Contact telephone number
E-mail

1. Are you responding as: (please tick one box)

- (a) an individual (go to 2a/b)
- (b) **on behalf of** a group or organisation (go to 2c)

2a. **INDIVIDUALS:**

Do you agree to your response being made available to the public (in SE library and/or on the SE website)?

Yes (go to 2b below)

No, not at all (We will treat your response as confidential.)

2b. **Where confidentiality is not requested**, we will make your response available to the public on the following basis (**please tick one** of the following boxes)

Yes, make my response, name and address all available

Yes, make my response available, but not my name or address

Yes, make my response and name available, but not my address

2c. **ON BEHALF OF GROUPS OR ORGANISATIONS:**

Your name and address as respondees will be made available to the public (in the SE library and/or on SE website). Are you content for your response to be made available also?

Yes

No (We will treat your response as confidential.)

SHARING RESPONSES/FUTURE ENGAGEMENT

4. We will share your response internally with other SE policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the Scottish Executive to contact you again in the future in relation to this consultation response?

Yes

No

BACKGROUND

In analysing your response, it would help us to know what your background is. Please indicate using the boxes provided below the sector to which you belong and you designation within that sector. Please add any further points of clarification you wish to make.

National Health Service	<input type="checkbox"/>	Public Representative Group	<input type="checkbox"/>
Independent Healthcare Sector	<input type="checkbox"/>	Patient Representative Group	<input type="checkbox"/>
Social Services Sector	<input type="checkbox"/>	Member of Healthcare Support	
Voluntary Sector	<input type="checkbox"/>	Workforce	<input type="checkbox"/>
Trade Union or Professional Organisation	<input type="checkbox"/>	Regulatory Body	<input type="checkbox"/>
Employee	<input type="checkbox"/>	Educational institution	<input type="checkbox"/>
Employer	<input type="checkbox"/>	Other	<input type="checkbox"/>

Further Comments:

And please indicate which of the following countries you are resident in.

Scotland	<input type="checkbox"/>	England	<input type="checkbox"/>
Wales	<input type="checkbox"/>	Northern Ireland	<input type="checkbox"/>

YOUR VIEWS

SPECIFIC QUESTIONS FOR THE CONSULTATION ON THE DRAFT CODE OF CONDUCT AND PRACTICE FOR EMPLOYEES

Q 1. Is the draft code easy to understand for the target audience (HCSWs)?

Yes No

Comment:

Q.2 Is the draft code expressed appropriately for the intended audience?

Yes No

Comment:

Q 3. Is the draft code sufficiently comprehensive to reflect a healthcare support worker's responsibilities to service users, particularly in relation to public protection standards?

Yes No

Comment

Q 4. Do you agree with the definition of 'good character' set out on page 12 of the consultation document?

Yes No

Comment:

SPECIFIC QUESTIONS FOR THE CONSULTATION ON THE DRAFT CODE OF PRACTICE FOR EMPLOYERS

Q 1. Is the draft code easy to understand for the target audience (employers in NHS Scotland)?

Yes No

Comment:

Q 2. Is the draft code sufficiently comprehensive to reflect an employer's responsibilities to both service users and healthcare support workers in relation to public protection standards?

Yes No

Comment:

Q 3. Is the draft code sufficiently compatible with existing employer responsibilities through staff and clinical governance arrangements to keep additional responsibilities to a minimum?

Yes No

Comment:

SPECIFIC QUESTIONS FOR THE CONSULTATION ON THE DRAFT INDUCTION STANDARDS

Q 1. Are the standards comprehensive?

Yes No

Comment:

Q 2. Are the standards easy to understand for the employer?

Yes No

Comment:

Q 3. Are the standards easy to understand for the employee?

Yes No

Comment:

Q 4. Do the performance criteria identified provide sufficient evidence for the achievement of the standards?

Yes No

Comment:

Q 5. Do you think that it is feasible for the standards (as currently defined) to be achieved by HCSWs within three months?

Yes No

If the answer to this is 'no', state why in the comment section below, then indicate in the box how long you think it will take for HCSWs to achieve the standards as currently defined.

Comment:

Six months	
Twelve months	
Other (specify months)	

Q 6. Do you have any other comments to make on the standards?

Comment:

Q 7. In your opinion, should all three sets of standards as outlined in this consultation document be mandatory?

Yes No

Comment: