

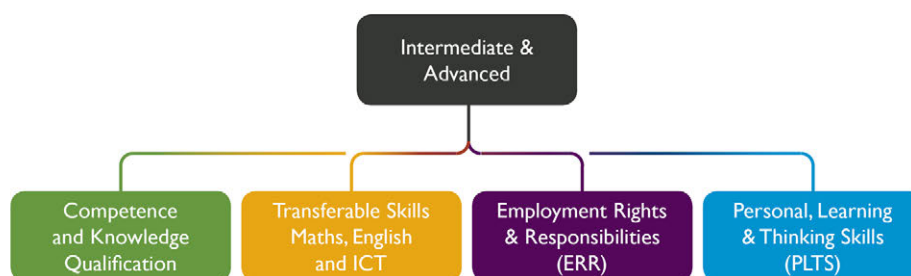
## Health (Clinical Healthcare) Support

### About the industry

Clinical support staff provide vital assistance to healthcare professionals in diagnosing, treating and caring for patients. In some cases, they are involved in looking after the general well-being and comfort of patients.

These are all responsible and rewarding roles with a direct impact on patients' lives. They also offer an ideal entry route to many careers for people with commitment and enthusiasm rather than academic qualifications.

### What you will learn



### Level 2 Diploma in Clinical Healthcare Support

There are no specific entry requirements other than meeting the Apprenticeship eligibility conditions.

#### Group A - mandatory units

- Introduction to personal development in health, social care or children's and young peoples settings
- Introduction to communication in health, social care or children's and young people's settings
- Introduction to duty of care in health, social care or children's and young peoples settings
- Introduction to equality and inclusion in health, social care or children's and young people's settings
- The role of the health and social care worker
- Contribute to health and safety in health and social care
- The principles of infection prevention and control
- Causes and spread of infection
- Implement person centred approaches in health and social care
- Principles of safeguarding and protection in health and social care
- Handle information in health and social care settings

#### Group B - sample of optional units

- Principles of health promotion
- Promotion of general health and wellbeing
- Maintaining quality standards in the health sector

- Service improvement in the health sector
- Dementia Awareness
- Understand mental well-being and mental health promotion
- Understand mental health problems
- Select and wear appropriate personal protective equipment for work in healthcare settings
- Prepare individuals for healthcare activities
- Support individuals undergoing healthcare activities
- Monitor and maintain the environment and resources during and after clinical/therapeutic activities
- Transport, transfer and position individuals and equipment within the perioperative environment
- Support individuals to carry out their own healthcare procedures
- Contribute to monitoring the health of individuals affected by health conditions
- Provide support to manage pain and discomfort
- Undertake agreed pressure area care
- Move and position individuals in accordance with their plan of care
- Assist in the administration of medication
- Receive and store medication and products
- Support individuals who are distressed

# Health (Clinical Healthcare) Support

## Level 3 Diploma in Health Clinical Healthcare Support

There are no specific entry requirements other than meeting the Apprenticeship eligibility conditions.

### Group A - mandatory units

- Engage in personal development in health, social care or children's and young peoples settings
- Promote communication in health, social care or children's and young peoples settings
- Promote equality and inclusion in health, social care or children's and young peoples settings
- Promote and implement health and safety in health and social care
- Principles of safeguarding and protection in health and social care
- Promote person centred approaches in health and social care
- The role of the health and social care worker
- Promote good practice handling information in health and social care
- The principles of infection prevention and control
- Causes and spread of infection
- Cleaning, decontamination and waste management
- Principles for implementing duty of care in health, social care or children and young people's settings

### Group B - sample of optional units

- Maintaining quality standards in the health sector
- Service improvement in the health sector
- Introduction to the role and responsibilities of a health trainer
- Establishing and developing relationships with communities while working as a health trainer
- Communicate with individuals about promoting their health and wellbeing while working as a health trainer
- Enable individuals to change their behaviour to improve their health and wellbeing while working as a health trainer
- Understand mental well-being and mental health promotion
- Understand mental health problems
- Understand the process and experience of dementia

- Deliver, monitor and evaluate customer service to external customers
- Plan and organise meetings
- Manage own performance in a business environment
- Assist in the administration of medication
- Administer medication to individuals and monitor the effects
- Carry out personal hygiene for individuals unable to care for themselves
- Prepare for and carry out extended feeding techniques
- Administer oral nutritional products to individuals
- Obtain a client history
- Select and wear appropriate personal protective equipment for work in healthcare settings
- Prepare individuals for healthcare activities
- Support individuals undergoing healthcare activities
- Monitor and maintain the environment and resources during and after clinical/therapeutic activities
- Assist the practitioner to carry out healthcare activities
- Advise and inform individuals on managing their condition
- Support individuals in undertaking their chose activities
- Inform an individual of discharge arrangements
- Contribute to the discharge of individuals to carers
- Give presentations to groups
- Assist others to plan presentations
- Support carers to meet the care needs of individuals
- Interact with and support individuals using telecommunications
- Monitor own work practices in health, social care or children's and young peoples settings
- Carry out transactions in a health facility
- Contribute to effective multi-disciplinary team working
- Contribute to the effectiveness of teams

### Progression opportunities

