

# Highfield Level 2 End-Point Assessment for Healthcare Support Worker

## Reflective Statement Learner Guidance

The following COVID-19 temporary discretion has been agreed until further notice.

**The observation assessment may be replaced with a reflective statement written by the apprentice and validated by an expert witness. This will be followed by a question and answer session of up to 30 minutes with an independent end point assessor.**

The observation has been replaced by a two-part assessment containing a reflective statement and a question and answer session.

### Reflective Statement

When completing the reflective statement please ensure that you relate to working examples of clinical/therapeutic activities that you have completed as part of your daily role (within the last 3 months). Remember to reflect on what you have done to show what you did and why you did this (maintain the confidentiality of others when writing the statement). This will link to the criteria that are required to be covered as part of the observation including both the core and pathway specific (where applicable). It is important that you provide enough level of detail to showcase your skills, knowledge, and behaviours, to show how the criteria have been achieved. Please use the reflective statement template provided by Highfield to record your statement. Populate the narrative of your statement in the narrative section and use the criteria mapping column to identify where criteria have been covered. Ensure that the narrative meets the criteria in bold as identified below and within the reflective statement matrix. It is mandatory that the criteria in bold are covered in the statement.

The recommended word count is a maximum of 2000 words.

Please ensure that you complete the template in full and ensure that this is signed by an expert witness. An expert witness is defined as a person who has specialised knowledge and competence in relation to your job role (working at a level above your level of competence) and can confirm that the activities reflected on, were completed correctly in line with current policies, processes, and procedures.

Alternatively, you may wish to complete a verbal reflective statement via audio/video conferencing. To prepare for this make notes relating to the activities you would like to reflect on and refer to these during the assessment.

The statement should relate to the following criteria:

<b>OB1.1</b>	<b>Communicate effectively with individuals, keeping information confidential</b>
OB1.2	(Communication with) their families, carers and healthcare practitioners using a range of techniques
<b>OB2.1</b>	<b>Handle information in line with local and national policies.</b>
OB2.2	Record, report and store information related to individuals
<b>OB3.1</b>	<b>Demonstrate person-centred care and support</b>
<b>OB4.1</b>	<b>Treat people with dignity</b>
OB4.2	Respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences
<b>OB5.1</b>	<b>Show respect and empathy for those you work with</b>
OB5.2	Have the courage to challenge areas of concern and work to best practice
OB5.3	Be adaptable, reliable and consistent
<b>OB6.1</b>	<b>Show discretion and self-awareness</b>
<b>OB7.1</b>	<b>Work as part of a team</b>
OB7.2	Seeking help and guidance when they are not sure
<b>OB8.1</b>	<b>Maintain a safe and healthy working environment</b>
<b>OB9.1</b>	<b>Use a range of techniques for infection prevention and control</b>
OB9.2	(Infection prevention and control) Including waste management, hand washing and the use of personal protective equipment (PPE)
<b>OB10.1</b>	<b>Move and position individuals safely</b>
OB10.2	(Move and position) equipment and other items safely

Please ensure that you complete the reflective statement matrix template to support you to identify where criteria have been covered within the statement.

## Reflective Statement Narrative Guidance

Below is an example that shows how you should complete your narrative including the mapping of criteria:

### End-Point Assessment Reflective Statement Record

<b>Standard:</b>	Healthcare Support Worker		
<b>Candidate Name:</b>	John Smith	<b>Candidate D.O.B:</b>	04/12/1975
<b>Place of Work:</b>	Sheffield Northern General	<b>Date:</b>	23/04/2020

<b>Reflective Statement Narrative:</b>	<b>Criteria Mapping:</b>
<p>During my care activities I had to provide support to a patient who required a dressing change on his leg. I spoke to Mr X and explained to him that it was time to check his wound and change the dressing. I gained consent from Mr X to complete this activity. The wound was on the back of Mr X leg. I spoke to my colleague and asked her if she could help me to reposition Mr X, so that I had access to the wound. I washed my hands for 20 seconds (this is in line with NHS guidance that is in place) and applied my PPE (gloves and protective apron). I then explained to Mr X that we would need to move him onto his side and checked that this was ok. He said yes and I coordinated the moving of Mr X with my colleague to safely move him onto his side. I then assessed the wound and cleaned it following the correct process and then I applied a new and sterile dressing.</p>	<p>OB1.1, OB3.1</p> <p>OB7.1</p> <p>OB8.1, OB9.1</p> <p>OB1.1</p>

## Question & Answers

All apprentices will be given the opportunity to take part in a 30-minute question and answer session led by the end-point assessor. This session will centre around where criteria require further expansion. Apprentices are permitted to bring their reflective statement with them to the session. Please also bring to the assessment, a valid form of identification as you will be required to provide this prior to the assessment commencing.