

# To improve Care Certificate Compliance of Substantive HCWSs by 40% within 9 months

Rebecca Fell & Samantha Lignelli

## Background

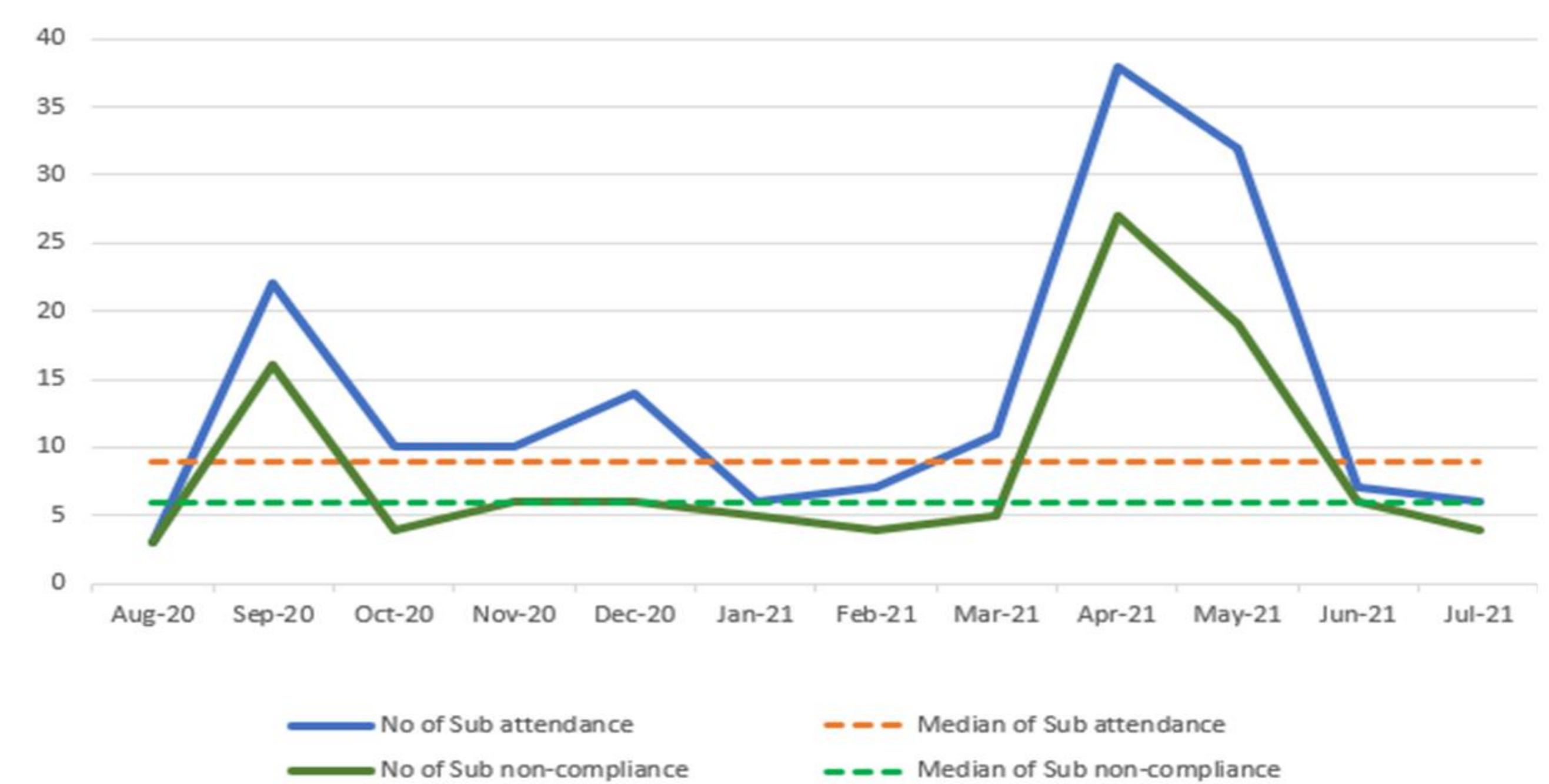
Compliance for Care Certificate completion is very low within our Trust, and it is a requirement by HEE that every HCSW completes this certificate if they work in a patient facing roll. The CQC also has an expectation that this certificate is obtained and can check our records to ensure compliance is being achieved.

## Stakeholders

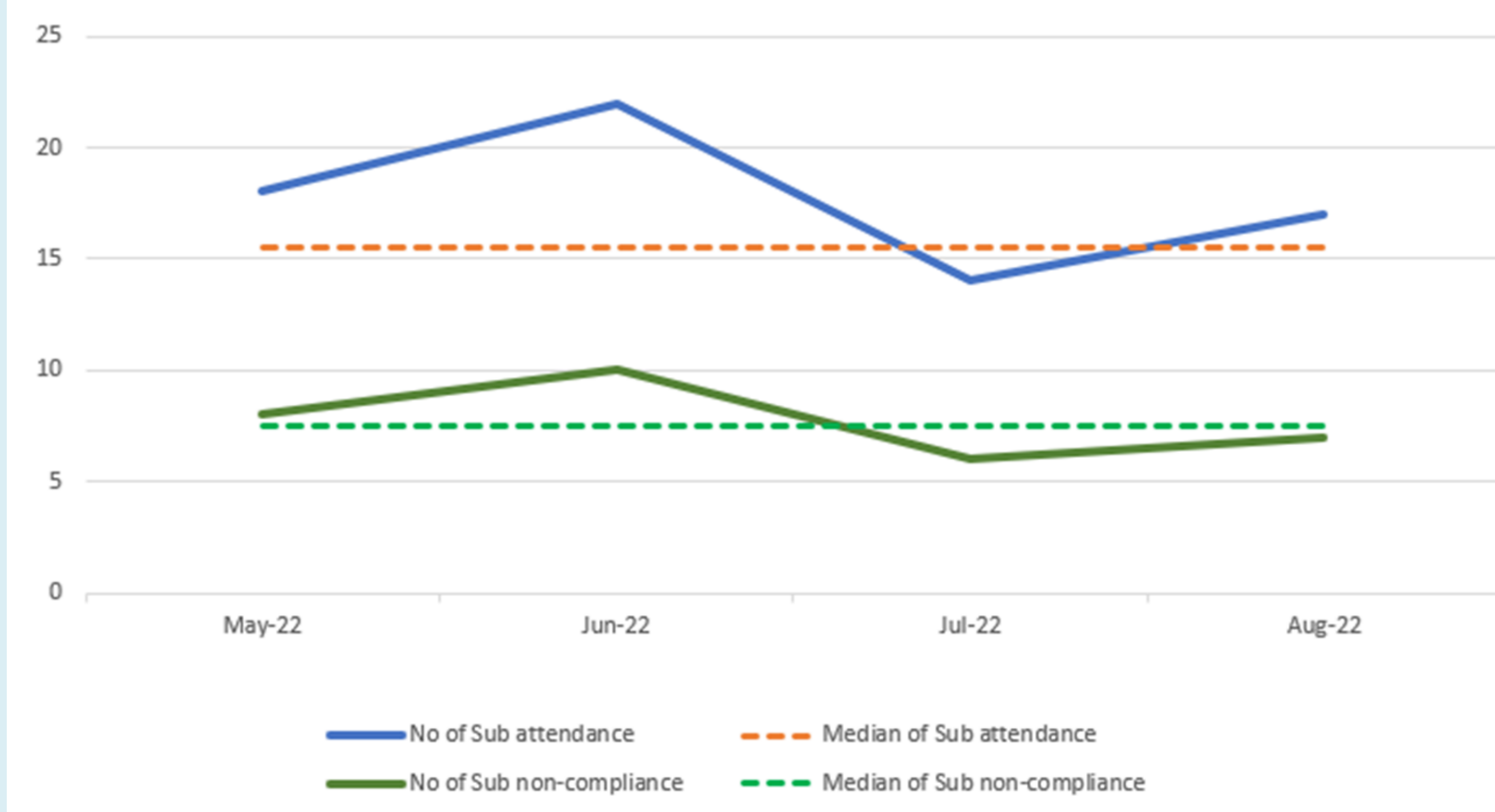
Steph Cuthill, Farouk Metha, Nicholas Watson, HCSW's, Maria Smith, Clinical Area Managers, Matrons, DDQN

## Baseline – comparison of substantive attendance to substantive non-compliance

This run chart shows non-compliance of substantive HCSWs for Care Certificate at 60%



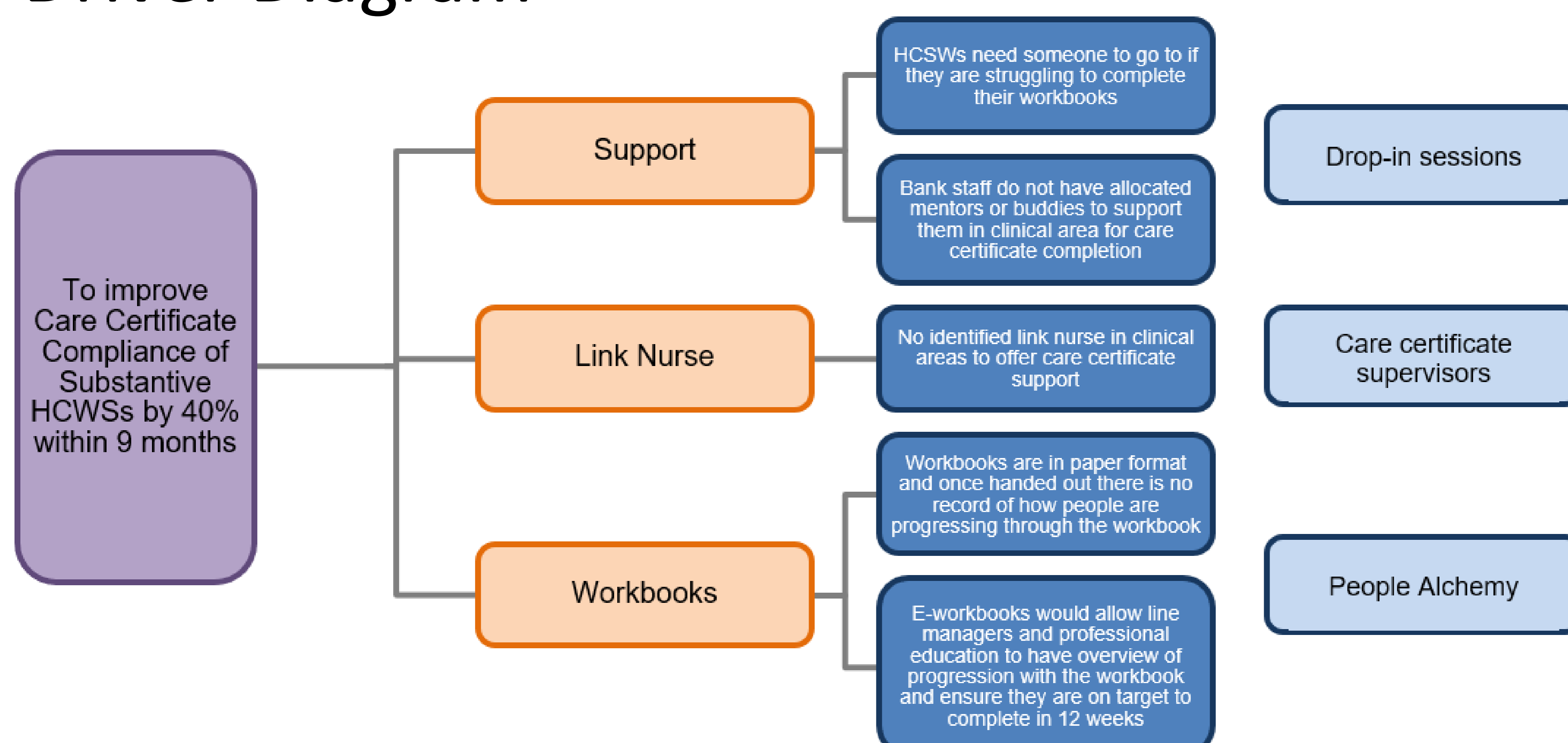
## This run chart shows non-compliance of substantive HCSWs for Care Certificate at 57%



## PDSA cycles

1. Drop in sessions
2. Care Cert Supervisors
3. E-workbook
4. ESR

## Driver Diagram



## Barriers

- Change process after Peoples Alchemy
- General lack of awareness in Trust of importance of Care Certificate

## Key Results

The non-compliance rate as of December 2023 is 54%, but due to successfully completing this project we are confident that this figure will greatly improve over the coming weeks.

## Next Steps

Competency requirement now added to all outstanding HCSWs by training systems  
12 weekly reviews to monitor compliance as ESR process changes