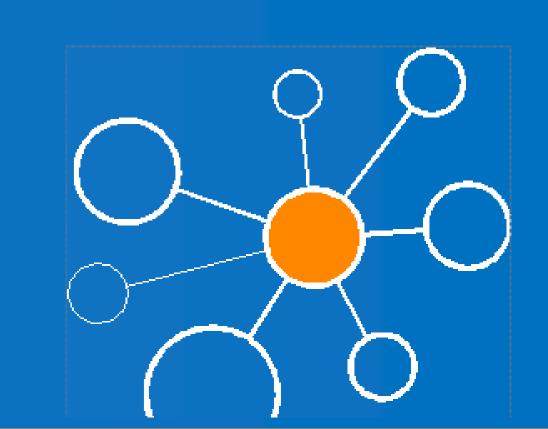


To improve Care Certificate Compliance of Substantive HCWSs by 40% within 9 months

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.

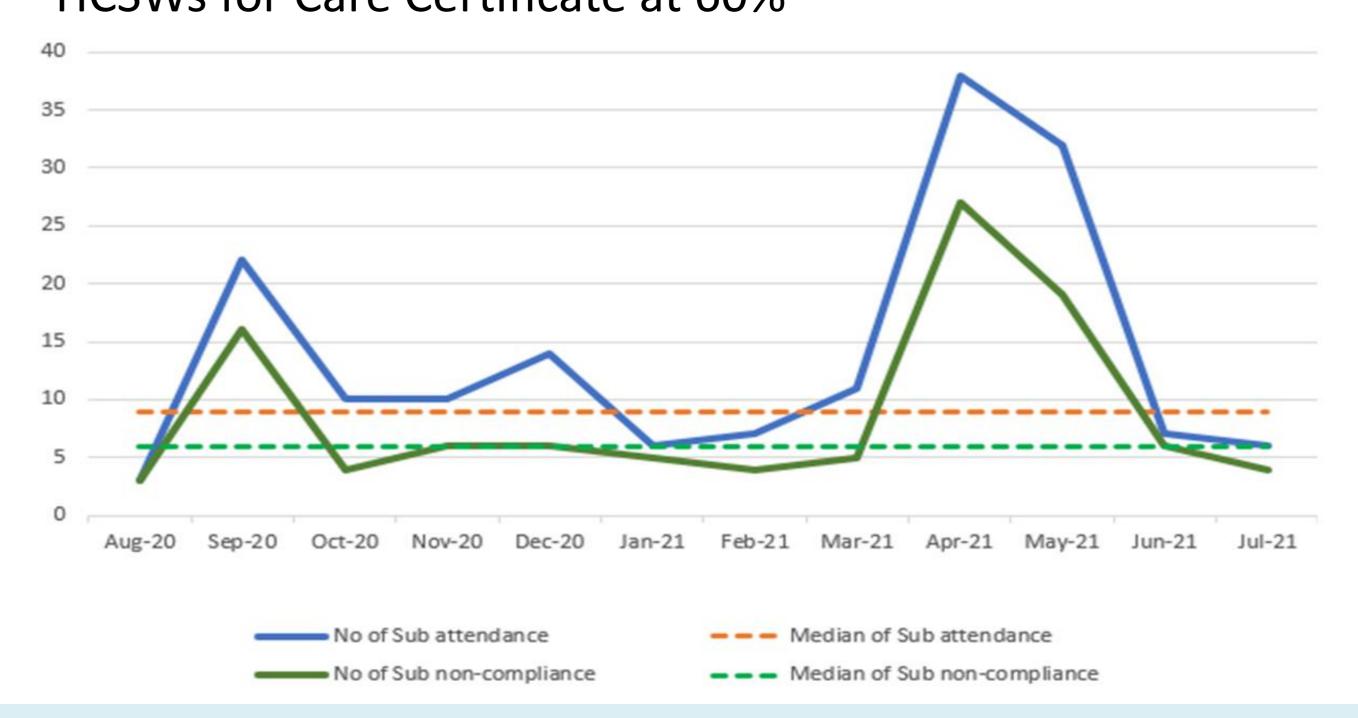
Stakeholders

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

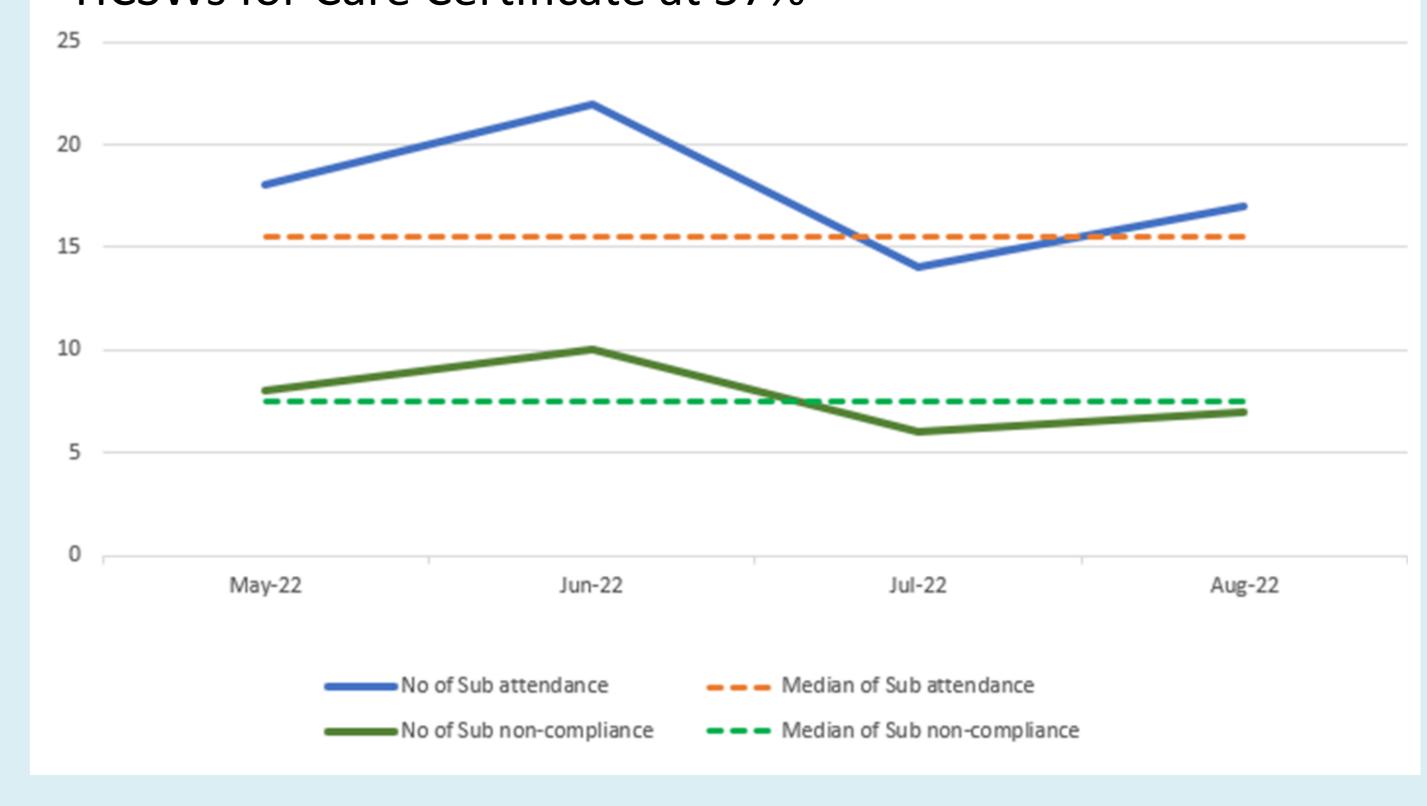


Baseline – comparison of substantive attendance to substantive non-compliance

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 HCSWs need someone to go to if they are struggling to complete their workbooks Support Drop-in sessions Bank staff do not have allocated mentors or buddies to support them in clinical area for care. certificate completion To improve Care Certificate No identified link nurse in clinical Care certificate Compliance of Link Nurse areas to offer care certificate supervisors Substantive support HCWSs by 40% within 9 months Workbooks are in paper format and once handed out there is no record of how people are progressing through the workbook People Alchemy Workbooks E-workbooks would allow line managers and professional education to have overview of progression with the workbook and ensure they are on target to complete in 12 weeks

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