



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government



## Code of Practice for NHS Wales Employers

---



NHS  
WALES  
GIG  
CYMRU

## Introduction

**One of the key governance principles established by the Welsh Assembly Government in Citizen Centred Governance Principles (2010) is 'Put the Citizen First'. This reinforces the key purpose of NHS organisations to ensure continuation of high quality services that focus on the needs and experiences of service users.**

The Code of Practice for NHS Wales' employers is an important assurance mechanism, supporting the employment of Healthcare Support Workers in Wales. The Code of Practice for Employers is supported by a Code of Conduct for Healthcare Support Workers, which describes the standards individuals must comply with. Employers should be familiar with the Code of Conduct and ensure staff are supported to achieve the standards it contains.

Both Codes support the basic principles of service user safety and public protection and should underpin the day to day working practices of NHS Wales. Employers will need to establish and implement systems and processes to support Healthcare Support Workers to achieve the standards in the Code

of Conduct. In addition, employers need to use the workplace as an opportunity to develop Healthcare Support Workers by providing more fulfilling working conditions that help staff carry out their roles effectively, whilst preparing them to progress to new and extended roles in the future.

Mentoring, supervision, monitoring and assessment mechanisms need to be established and implemented. Trained supervisors should provide formal assessments and undertake personal development planning with all staff to meet Knowledge and Skills Framework (KSF) requirements. The eKSF is the nationally agreed tool to record evidence of competence and on-going development.

Employers should ensure each Healthcare Support Worker has a named workplace supervisor to monitor their progress towards achieving all the standards in the Code of Conduct for Healthcare Support Workers.



**To meet their responsibilities in relation to supporting Healthcare Support Workers to comply with their Code of Conduct, employers must:**

1. Make sure people are suitable to be employed within the healthcare workforce, and that they understand their roles, accountabilities and responsibilities.
2. Have procedures in place so Healthcare Support Workers can meet the requirements of the Code of Conduct.
3. Provide timely, appropriate and accessible education, training and development opportunities to enable Healthcare Support Workers to develop and strengthen their skills and knowledge.
4. Promote this Code of Practice and the Code of Conduct for Healthcare Support Workers to staff, service users and other stakeholders and ensure its use in day to day practice within your organisation.



# 1

Make sure people are suitable to be employed within the healthcare workforce, and that they understand their roles, accountabilities and responsibilities.

## Guidance Statements

As an Employer you must:

1. Use rigorous and thorough recruitment and selection processes to ensure appointment of Healthcare Support Workers who have the appropriate knowledge and skills and who are suitable and eligible to work in healthcare.
2. Ensure that all Healthcare Support Workers complete a robust induction process.
3. Make sure Healthcare Support Workers have clear information on their roles and responsibilities and are not expected to work outside their level of competence.
4. Ensure that Healthcare Support Workers are aware of all relevant legislation, policies and procedures they must follow and that they understand their obligations and have access to this information.
5. Support Healthcare Support Workers to deliver high quality and safe care to service users.
6. Assist Healthcare Support Workers who report that they are being asked to perform outside of their role and ability and investigate any concerns thoroughly.

## 2

Have procedures in place so Healthcare Support Workers can meet the requirements of the Code of Conduct.

### Guidance Statements

As an Employer you must:

1. Implement and review written policies and procedures to support Healthcare Support Workers to meet the requirements of the employee Code of Conduct.
2. Ensure awareness amongst Healthcare Support Workers of policies and procedures to report incident or events affecting themselves or those in their care, in order to protect patients and individuals safety.
3. Have policies, procedures and systems in place to enable Healthcare Support Workers to report inadequate resources or operational difficulties which might impede the delivery of safe care.
4. Ensure the health and safety of all is a priority by providing appropriate advice and assistance to Healthcare Support Workers whose work is affected by ill health.

# 3

Provide timely, appropriate and accessible education, training and development opportunities to enable Healthcare Support Workers to develop and strengthen their skills and knowledge.

## Guidance Statements

As an Employer you must:

1. Provide access to appropriate education, training and other learning opportunities to ensure continued development of the Healthcare Support Worker's role.
2. Support appropriate continuing personal and professional development for Healthcare Support Workers.
3. Establish effective ways to mentor, supervise, monitor and assess Healthcare Support Workers.
4. Ensure all Healthcare Support Workers have access to supervisory staff who are competent to mentor, coach and review their development and support compliance with the Code of Conduct.
5. Address any capability or competence issues that arise.
6. Ensure that anyone who delegates tasks is aware of their responsibility to delegate appropriately and to support Healthcare Support Workers to perform those tasks.
7. Provide consistent opportunities for Healthcare Support Worker to work at their level of competence and utilise the full range of their education, knowledge and skills.

# 4

Promote this Code of Practice and the Code of Conduct for Healthcare Support Workers to staff, service users and other stakeholders and ensure its use in day to day practice within your organisation.

## Guidance Statements

As an Employer you must:

1. Inform Healthcare Support Workers and all other staff about the Code of Practice and the employers' responsibility to comply with it.
2. Ensure Healthcare Support Workers understand the requirements of the Code of Conduct.
3. Reinforce the personal responsibility of Healthcare Support Workers, managers and supervisors to meet the standards within the Code of Conduct for Healthcare Support Workers.
4. Promote the Code of Conduct for Healthcare Support Workers in relevant and accessible communication material, within the organisation and for the public as appropriate.



## Code of Practice for Employers

### Glossary

1. **Accountability** – To be responsible and answerable for actions
2. **Responsible** – Morally accountable for one's behaviour and having an obligation to do something, as part of one's job or role.
3. **Procedures** – An established or official way of doing something
4. **Appropriate** – Suitable or proper in the circumstances.
5. **Accessible** – Able to be easily obtained or understood
6. **Skill** – The ability to do something well; expertise.
7. **Knowledge** – Facts, information, and skills acquired through experience or education
8. **Stakeholders** – A person or group with an interest or concern in something.
9. **Rigorous** – To be extremely thorough and careful
10. **Robust** – Able to withstand or overcome adverse conditions, uncompromising
11. **Competence** – The knowledge, skills, attitudes and ability to practise safely
12. **Promote** – To support or actively encourage
13. **Assist** – To give help or support to (a person, cause, etc); by doing a share of the work
14. **Supervise** – The active process of directing, guiding and influencing the outcome of an individuals performance of a task
15. **Mentor** – An experienced person who trains and counsels employees or students
16. **Delegate** – Entrust a task or responsibility to another person, typically one who is less senior than oneself.



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government



NHS  
WALES  
GIG  
CYMRU