



*HCA
Development Package
for their first 3 months*

<p>Name:</p> <p>Mentor:</p> <p>Buddy:</p>
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This pack has been developed and adapted from the Cardiac division 2nd edition package by Patsy Whittingham and Cheryl Jones. 1

Welcome to the Trust. This programme has been designed to provide a framework to support the initial and early development of the Health Care Assistant (HCA) new to caring for acute patients in a hospital setting.

Every new HCA to the Trust will be allocated either or both a mentor who is a qualified member of the ward staff or a "Buddy", these will act as a guide and offer support for the new HCA to the clinical area. The individual HCA is responsible for ensuring completion of this package with the co-operation, participation and guidance from your Mentor and or buddy and your ward manager.

Your Buddy will be another HCA on your ward who has ideally completed a level 2 or 3 NVQ programme or has had more than 12 months experience in the area. They will have been chosen to be a buddy because they demonstrate working to the level of practice that the ward standard requires.

The HCAs Role and Responsibilities

- Take responsibility for their own personal and professional development
- Identify personal strengths and weaknesses at the onset and throughout.
- Work together and in identifying needs and developing learning contracts.
- To take opportunities to practice clinical skills and gain competence.
- Use self-directed learning to meet objectives.
- Through the process of reflection and collection of supporting evidence, illustrate professional development and record developments in a personal professional profile or passport.

The Mentors Role and Responsibilities

- Assess performance and look for evidence of developing role competence.
- Support and guide the preceptee in achieving the standards outlined in the programme.
- Provide support and feedback if the employee is not achieving competencies.

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Learner Contract

I will-

- Progress and complete all aspects of this package in a timely manner
- Seek guidance when necessary
- I will arrange to meet up with my buddy monthly at their convenience or more frequently if deemed necessary.

Buddy/Mentor contract

I will be-

- Honest, fair and open with your assessment and will give written feedback on your in this document
- I will provide support and guidance
- I will meet up with you at least monthly to discuss your progress or more frequently if necessary.
- I will feedback to the ward manager at regular intervals

Mentor

Print

Signature.....

Learner

Print.....


Signature.....

Date of commencement

Agreed completion date

(Within 3 months)

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Blackpool Person Self Assessment

- This self assessment should be completed upon commencement in post. You should then repeat the exercise after your first 3 months.
- Your Mentor will Assess your performance on the same competencies at the end of the programme
- Please rate yourself on a scale of 1-5 with 1 being the lowest and 5 the highest.

Competence	Example	1	2	3	4	5
Considerate	<ul style="list-style-type: none"> • Offering to help colleagues • Being courteous to staff who come to help 					
Conscientious	<ul style="list-style-type: none"> • Making sure jobs are done properly and finished off • Noticing things and putting things right 					
Positive	<ul style="list-style-type: none"> • Smiling at work and at each other • Not moaning or complaining in inappropriate ways or places e.g. in front of patients or visitors • Being open to new ideas and making your area a great place to work 					
Team Orientated	<ul style="list-style-type: none"> • Being flexible with work shifts • Helping each other and being courteous • Offering to get involved without waiting to be asked 					
Friendly	<ul style="list-style-type: none"> • Smiling at everyone and anyone • Offering to help people and being positive • Looking out for anyone that may need help without waiting to be asked e.g. looking up from your desk 					
Honest	<ul style="list-style-type: none"> • Telling the truth at all times • Owning up to mistakes • Being trustworthy and reliable • Not being two-faced 					
Reliable	<ul style="list-style-type: none"> • Turn up for work regularly and timely • Always do what is asked or expected • Be dependable 					
Customer Focussed	<ul style="list-style-type: none"> • Put customers (including colleagues) needs above your own where necessary • Treat customers as they wish to be treated not how you think they wish to be treated. 					
Patient Focussed	<ul style="list-style-type: none"> • Put the needs of the patients first above your own where necessary • Ensure all tasks/projects and targets ultimately meet the needs of patients e.g. if doing an office project 					
Open to Change	<ul style="list-style-type: none"> • Being positive and flexible • Attending team/area meetings, making sure you are aware of changes • Ask questions of the changes if necessary • Keeping an open mind and heart. 					
Have Initiative	<ul style="list-style-type: none"> • Take the lead on projects or issues • Recommend ideas to managers • Being the first to do or think of something or doing it without waiting to be asked. 					
Respectful	<ul style="list-style-type: none"> • Being aware of other people's roles and responsibilities • Being mindful of peoples needs, values and opinions 					

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INITIAL INTERVIEW

Orientation/induction into workplace

Support required

Nursing skills

Signature Date

Signature of mentor..... Date

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INTERIM INTERVIEW at approx 4 weeks

Record of progress, development and socialisation into role.

Areas identified where further development is needed.

Nursing skills

Signature Date.....

Signature of mentor..... Date.....

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INTERIM INTERVIEW at approx 8 weeks

Record of progress, development and socialisation into role.

Areas identified where further development is needed.

Nursing skills

Signature Date.....

Signature of mentor..... Date.....

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Section One Two weeks of orientation

Every HCA new to the area will receive an initial two-week orientation programme. During this time you will become orientated to the hospital and your new working environment and meet your new colleagues. You will also visit relevant areas in relation to personal learning outcomes specific to your area. This will be co-ordinated by your mentor, the ward sister and the PD sister.

Section Two

Following the two-week orientation period the individual HCA will commence on a supported training and development programme. The individual HCA will be included in the numbers caring for patients in a team/on the ward. This will be under the guidance of qualified staff as allocated by the Nurse in charge and work as a member of the team gaining and developing skills.

This period will consist of a programme of learning objectives /competencies supported by your “buddy”, ward manager and training sister. The learning objectives may be achieved by developing skills at the bedside and /or by attending courses / workshops.

The programme will be evaluated by your ward manager or PD Sister every four weeks and thereafter at intervals agreed by the individual, ward manager and training sister (and buddy if appropriate).

Section Three Clinical Competencies

This section consists of competencies around key areas i.e.–

Basic patient care Meeting the patient’s hygiene needs,
Helping to meet their nutritional needs
Valuing the individual,
Communication

Health & Safety

In order for the performance criteria to be achieved the HCA must demonstrate that they have the level of ability to perform the skill safely and demonstrate the confidence to perform the skill with minimum or no supervision in the future.

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SECTION ONE

Orientation Programme

- Objectives
- Visits
- Post Orientation Evaluation

Objectives of Orientation Programme

Day One

Discussion with your Mentor, Buddy or Clinical area Manager on the first day of employment:-

Completion of paper work including day 1 of Trust Local Induction package

Name badge/Fob

Introduction to Mentor

Introduction to Buddy

Discussion with Training Sister/ward manager


Development programme

Planned 2-week orientation programme

Tour of the ward and hospital covering i.e.

- Pharmacy.
- Path labs
- X ray
- Olivers restaurant

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Day Two and onwards

1. Introduction to Mentor or Buddy (if not done on day 1)

2. Demonstrate location of (in your clinical area wards)

Name

Signature

<i>Emergency exits</i>	
<i>Fire points</i>	
<i>Fire extinguishers</i>	
<i>Defibrillator</i>	
<i>Resuscitation trolley</i>	
<i>Location of portable suction unit</i>	
<i>Ward layout</i>	
<i>Assembly point</i>	
<i>Store rooms</i>	
<i>Disposal room</i>	

3. Discuss with your supervisor an overview of the hospital /ward/ policies and procedures i.e.

- *Uniform/control of infection /Bomb & MRSA policy.*
- *Moving and handling*
- *Medical devices*
- *Nursing documentation*
- *Management of violence and aggression*
- *Sickness and absence*
- *Food handling*

4. Attend initial equipment training.

- *To be achieved during the first 6 months*
 1. *Attend Trusts Orientation days*
 2. *Attend Fundamentals of Care*
 3. *Blood collection*
 4. *MAXIMs*
 5. *Anything deemed as specific to the area*

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Learning Objectives –

During / after the visit, the HCA will be able to:

Specific objectives for each area listed here etc.

Personal Objectives

Date: _____

Length of time spent in area: _____

What did I do during my time there?


Particular areas of interest were and the effect on the care I give to patients will be:

Did I achieve my learning objectives? YES / NO

Signed:

Date:

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Visit to Ward *Area to visited noted here*

During / after the visit, the HCA will be able to:

Specific objectives for each area listed here etc.

Personal Objectives

Date: _____

Length of time spent in area: _____

What did I do during my time there?

Particular areas of interest were, and the effect on my nursing practice will be:

Did I achieve my learning objectives? YES / NO

Signed:

Date:

Visit to Ward *Area to visited noted here*

During / after the visit the HCA will be able to:

Specific objectives for each area listed here etc.

Personal Objectives

Date: _____

Length of time spent in area: _____

What did I do during my time there ?

Particular areas of interest were, and the effect on my nursing practice will be:

Did I achieve my learning objectives YES / NO

Signed:

Date:

During / after the visit the HCA will be able to:
Specific objectives for each area listed here etc.

Personal Objective

Date: _____

Length of time spent in area: _____

What did I do during my time there ?

Particular areas of interest were, and the effect on my nursing practice will be:

Did I achieve my learning objectives? YES / NO
Signed:

Date:

Visit to Ward *Area to visited noted here*

During/ after the visit, the HCA will be able to:
Specific objectives for each area listed here etc.

Personal Objectives

Date _____

Length of time spent on visit _____

What did I do during my time?


Particular areas of interest were, and the effect on my nursing practice will be:

Did I achieve my learning objectives? YES / NO

Signed:

Date:

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Visit to - Area to visited noted here

During/ after the visit, the HCA will be able to:

N.B. This may not be achievable.

Specific objectives for each area listed here etc.

Personal Objectives

Date _____

Length of time spent in the area _____

What did I do during my time there?

Particular areas of interest were, and the effect on my nursing practice will be:


Did I achieve my learning objectives? YES / NO
Signed

Date

Learning objectives to be achieved on the ward within the orientation period

1. Participate in, and discuss the basic care needs of the patient
2. Observe and participate in the preparation of a bed space to take a patient for admission
3. Observe and participate in preparation of a theatre pack/bed.
4. Discuss the needs for the preparation of and prompt serving of meal/drinks
5. Observe and discuss the procedure for reporting broken equipment.
6. Observe and discuss the procedure for recording patients belongings/valuables
7. Understand and demonstration principals of Barrier nursing
8. Understands the need for and demonstrates effective hand hygiene technique and can described the 5 moments of hand hygiene
9. Understands the need for and demonstrates competency of the daily required bay checks
10. Discuss possible complications/emergencies that may occur what actions you should take?.
11. Discuss your role in reporting concerns/changes in the patients' condition to the qualified staff.
12. Discuss and demonstrate a basic understanding of the different cleaning products we use on the ward and where they should be used
13. Know where the Pod systems for sending blood samples to the lab can be found and how to use them.
14. Can discuss the implications of poor customer service

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- **Learning objectives and competencies**

Trust's Orientation Days	<u>Date Completed</u>	<u>Signed</u>
Initial Moving and Handling session	<u>Date Attended</u>	<u>Signed</u>
Initial Basic Life Support session	<u>Date Attended</u>	<u>Signed</u>
Initial equipment training	<u>Date Attended</u>	<u>Signed</u>

Record of Additional Training/courses attended

HCA must share the responsibility with the Trust to ensure you meet the Trusts Mandatory Training requirements, please refer to your Trust passport of training booklet or ask to be shown how to access this information electronically.

You may be sent to attend additional training, please make a note of any attended in your Training Passport-

A record of all training must be kept in your Mandatory training passport

Competencies

The following competencies should where possible be covered within the first 12 weeks or as agreed by your ward manager. Some clinical areas may not require all of the competencies to be completed; this will be discussed with you at the initial meeting. The time scale for completion of the programme may take different lengths of time for different individuals. The area ward manager will evaluate the programme every four weeks.

Additional specific elements may be added to the competencies relevant to the clinical areas needs.

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Competency Statement
Legal and Health & Safety responsibilities within the acute hospital care environment.

	Date Achieved	Signature Assessor	Signature Learner
Demonstrates recognition of the need for Health & Safety issues i.e. <ul style="list-style-type: none"> • Awareness of risks i.e. needle stick injuries • Where relevant documentation can be found on the Trust intranet • Taking broken equipment out of service • Wet floor signs • Medical devices • Basic understanding of waste disposal considerations. 			
Can demonstrate competency in reporting broken equipment including completion of a decontamination form where appropriate.			
Can discuss the principals of training requirements for all medical devices that you may use.			
Can discuss principles of negligence of care.			
Can discuss the need to maintain patient confidentiality			
Can discuss and demonstrate a basic understanding of the different cleaning products we use on the ward			
Demonstrates effective hand hygiene and can discuss the 5 moments			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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Competency Statement
Ward routine

	Date Achieved	Signature Assessor	Signature Learner
Can discuss and demonstrates awareness of their role within the ward routine			
Demonstrates competency of the role requirements within the ward routine, cleaning of and bed making etc.			
Is showing positives signs of fitting in with the ward team.			
Communicates well with all members of the ward staff and MTD as their role demands.			
Can work with the team to deliver meals and drinks in a competent timely manner.			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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Competency Statement
Provides nursing care for a patient being admitted to the ward.

	Date Achieved	Signature Assessor	Signature Learner
Communicates appropriately with patients and relatives to make them feel welcome etc.			
Ensures the bed space is clean and prepared ready for an admission and gathers any additional requirements.			
Ensures that the patient has water and meals ordered if not Nil by mouth			
If asked provides information for the patients family members i.e. visiting times, BHF or specific Procedure booklets as able or refers the query to a qualified member of the ward staff.			
Demonstrates dexterity in handling equipment.			
Ensures the patient has the nurse call /bed table etc. within reach			
Ensure that the patient has been orientated to the bay/ward and introduced to fellow bay patients			
Informs the qualified nurses if the patient expresses any anxieties			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Competency Statement Hand Hygiene

	Date Achieved	Signature Assessor	Signature Learner
Is able to discuss and describe the importance of hand hygiene and when required using the 5 moments.			
Discuss when it is appropriate to wash hands with Soap and water.			
Discuss when it is and isn't appropriate to Use the hand Gel and the correct method of applying.			
Observed undertaking the correct Hand Washing technique			

Competency Achieved: Date: _____

Signatures Assessor: _____ Learner: _____

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Competency Statement
Bed bathing/Bathing/Assisted Wash

	Date Achieved	Signature Assessor	Signature Learner
Can discuss the need to obtain the patients consent before starting the bed bath or assisted wash.			
Competently and confidently gathers all necessary requirements			
Ensure the environment is suitable to commence the bed bath i.e. curtains around the patient closed, that the windows are shut and that the water is at a comfortable temperature for the bed bath Do not enter sign in place			
Can discuss and demonstrates a need to maintain the patients Privacy and Dignity during the procedure			
Competently and confidently completes the bed bath			
Can discuss and demonstrate consideration of the required oral hygiene i.e. dentures offering facilities for brushing of teeth.			
Communicates effectively with the patient throughout the procedure			
Demonstrates effective considerations of Infection Prevention issues i.e. clean sheets/dirty sheets, hand hygiene			
Can discuss the need to report any skin changes both new and or deterioration in the patients skin to the qualified nurse			
Knows where to find the process to have pressure relieving mattresses delivered or collected			
Demonstrates dexterity in handling equipment.			
Can discuss why and demonstrates the need to keep catheter bags in place on an appropriate stand to ensure that the bag is off the floor			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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Provides nursing care for the patient who requires Barrier Nursing

	Date Achieved	Signature Assessor	Signature Learner
Know where to find the Trust Infection prevention documents			
Can discuss and gather the necessary required equipment to provide barrier nursing care for the patient			
Communicates effectively with the patient, relatives and/or carers of the patient who requires barrier nursing.			
Can discuss and demonstrate good principals of barrier nursing			
Can discuss and demonstrates ability to use Personal Protection Equipment			
Demonstrates good hand hygiene and can discuss principals to prevent cross infection effectively			
Can demonstrate the correct products to use to clean equipment etc. in a barrier room on termination/discharge of the barrier nursing process for the patient			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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Competency Statement
Daily Checks

	Date Achieved	Signature Assessor	Signature Learner
Can discuss the required daily checks on the ward			
Demonstrates ability to perform the checks competently and confidently.			
Demonstrates assembly of suction canisters competently (see separate competency below)			
Knows where required equipment to replenish stock is stored			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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**Competency Statement
Fluid Balance Recording**

	Date Achieved	Signature Assessor	Signature Learner
Can identify patients who require fluid balance recording as told at shift handover			
Can demonstrate competency at recording fluid balance			
Can basically discuss the importance of the need for accurate recording of all fluid in and out			
Can help by follow directions ensure that patients on a fluid restriction meet that requirement			
Can discuss and demonstrates awareness of the need to report any poor intake or output of fluid to the qualified nurse			
Can discuss the need to report to the qualified staff any vomiting/diarrhoea/constipation etc.			


Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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Competency Statement
Obtaining specimens

	Date Achieved	Signature Assessor	Signature Learner
Can identify patients who require specimens being obtained from			
Demonstrates good hand hygiene and wear gloves to obtain the specimen			
Can explain to the patient why we need a specimen			
Can demonstrate competency at obtaining the specimen in the correct sample pot – <ul style="list-style-type: none"> • Routine specimen of urine • Mid stream specimen of urine • Sputum • Faeces 			
Can basically discuss the importance of the need to write the patients details on the pot before leaving the patient			
Communications to the ward team leader or Nurse in charge of the ward that the specimen has been obtained			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Competency Statement
Nutritional needs

	Date Achieved	Signature Assessor	Signature Learner
Demonstrates and is aware of the need of good hand hygiene technique prior to serving meal/drinks			
Ensures all patients are offered hand wipes prior to eating especially those unable to mobilise.			
Ensures by working within the ward team that meals are delivered to patients as soon as possible after their arrival on the ward			
Ensures that meals are placed within the patients reach and that the meal is that which the patient ordered			
Assists competently with feeding where necessary and can discuss considerations they should take into account			
Completes food charts where necessary			
Assists where necessary patients to select their meal for the menus.			
Is aware of the Trust Nutrition mission statement			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Competency Statement
Helping Patients Mobilise

	Date Achieved	Signature Assessor	Signature Assessor
Attend Moving & Handling session as rostered			
Ensure that the patient has appropriate footwear shoes, slippers or pillow paws			
Ensures the patient is covered to maintain dignity, i.e. dressing gown blankets			
Ensures glasses if worn are offered			
Ensures the area is not cluttered to prevent trips and falls			
Considers any IV drip stands or wound drains that the patient may have			
Ensures any mobility aids are used/within reach			
Ensure the nurse call is working and within reach			
Can discuss the need for hourly checks on patients identified of being at risk of falling			


Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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**Competency Statement
Skin and Safety Tool (SAST)**

	Date Achieved	Signature Assessor	Signature Learner
Can discuss the principals of the need for completion of the SAST			
Demonstrates ability to complete all the required tasks to enable completion of the form correctly .			
Communicates with the patient where able effectively whilst completing the form			
Informs the qualified nurse of any concerns identified			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Checking of Suction

Competency Statement

The candidate can set up and check high level suction to ensure that it would be effective if/when needed

	Pass	Fail	Assessor Initial
Does the candidate know where to find the necessary equipment –Canister, tubing			
Demonstrates competency at assembling/connecting the system and able to identify the 2 ports on the canister 1 for the suction to be attached and the 1 to the patient correctly			
Does the candidate ensure that the tubing from the canister to the patient is long enough to ensure that it would be usable and effective			
Can the candidate demonstrate the checks that need to be made to ensure that the suction system is working?			
Does the candidate know the consequences that may occur to the patient if the connections are not done correctly.			

I
Competency Statement:

I have aware of the correct procedure to follow for checking high level suction

Date

Print Name

Assessor: _____ Candidate: _____

Signatures

Assessor: _____ Candidate: _____

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Patients Valuables

Competency Statement

Documents correctly all the patient valuables and is aware of the need to deliver them for safe keeping in the Hospital safe as soon as possible.

	Pass	Fail	Assessor Initial
Does the candidate demonstrate that they can/ know- Where to find the Trust Patients belongings Procedure CORP/PROC106			
Correctly completes all the patients details or uses an addressograph			
Ensure that 2 members of staff must correctly count all cash and documents this in the appropriate box.			
Documents all other patients belongings deemed valuable individually, noting if white or yellow metal (not silver or gold) and if any only stating the colour of the stones			
All bank/telephone etc. cards must be individually documented			
Mobile phones/li pods etc make and model where indicated must be recorded.			
All unused lines should be struck through in a Z like fashion with a black pen			
Uses the Trust provided pouches and seals			
Documents the tag number on the seal correctly in the valuables book			
Ensure that the valuables are taken to the Trust safe for safe keeping immediately.			
If out of General office hours or at weekends that they must bleep 002 so that the valuables can be put in the Trust safe as per the Trust Procedure			
The 2 members of staff must sign and date the form.			
The patient where at all possible must also sign the form, if not possible this must be documented.			

I
Competency Statement:

I have read and I am aware of the correct procedure to follow when I am taking responsibility for patient's valuable belongings on behalf of the Trust.

Date: _____ Ward : _____

Print Name

Assessor: _____ Candidate: _____

Signatures

Assessor: _____ Candidate: _____

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Competency Statement
Awareness of Clinical Indicators.

	Date Achieved	Signature Assessor	Signature Learner
Can discuss the principals behind the Nursing Indicators			
Can discuss all the elements of the Trust Nursing indicators			
Can discuss the individuals role in helping the Division to meet Green status in the indicators audit..			
Demonstrates confidence to challenge others who fail to meet the indicator standards			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Competency Statement
Bereaved/ Deceased.

	Date Achieved	Signature Assessor	Signature Learner
Discuss considerations regarding speaking to the recently bereaved i.e. making them a cup of tea,			
Discuss the care of the recently deceased-			
To work with more experience staff to gain knowledge and experience of the deceased patient or recently bereaved			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Competency Statement
Checking of pressure areas

	Date Achieved	Signature Assessor	Signature Learner
Discuss the need for regular pressure relieve and the consequence of failing to do so			
To work with more experience staff to gain knowledge of how to check vulnerable pressure areas.			
Work with more experienced staff to learn how to complete the skin tool			
Complete the Trust Pressure Ulcer training			
Encourage patients to mobilise frequently to relieve their own pressure areas			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Competency Statement
Emergency situation

	Date Achieved	Signature Assessor	Signature Learner
Can discuss the required action to take if a patients condition suddenly deteriorates or they collapse, <ul style="list-style-type: none"> • Call for help • Emergency call bell 			
Can discuss the implication that a emergency situation can have on other bay patients and offers support to these patients			
Understands the need to replenish any used stock as soon as possible after the event and where the stock can be obtained from			
Understand that there may be a need o talk with colleagues after the event to reflect on what they have learnt and what would they do differently next time.			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

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Quality Patients Experience

	Date Achieved	Signature Assessor	Signature Learner
Can discuss the need for improved patients experience whilst they are in an acute hospital setting. and how the HCAs role can play an important part in this			
Communicates effectively to the nurse in charge of the ward any expressions of concerns, anxiety or complaints from the patient, relatives and/or carers.			
Communicates politely and effectively with the patients from admission to discharge and can discuss barriers which can lead to poor communication i.e. Body language, use of jargon			
Demonstrates ability to understand and promote the principles of Diversity and Equality whilst working with patients			

Competency Achieved:

Date: _____

Signatures

Assessor: _____ Learner: _____

Blackpool Person Self re Assessment

- This self assessment should be completed at the end of your 3 month programme.
- Please rate yourself on a scale of 1-5 with 1 being the lowest and 5 the highest.

Competence	Example	1	2	3	4	5
Considerate	<ul style="list-style-type: none"> • Offering to help colleagues • Being courteous to staff who come to help 					
Conscientious	<ul style="list-style-type: none"> • Making sure jobs are done properly and finished off • Noticing things and putting things right 					
Positive	<ul style="list-style-type: none"> • Smiling at work and at each other • Not moaning or complaining in inappropriate ways or places e.g. in front of patients or visitors • Being open to new ideas and making your area a great place to work 					
Team Orientated	<ul style="list-style-type: none"> • Being flexible with work shifts • Helping each other and being courteous • Offering to get involved without waiting to be asked 					
Friendly	<ul style="list-style-type: none"> • Smiling at everyone and anyone • Offering to help people and being positive • Looking out for anyone that may need help without waiting to be asked e.g. looking up from your desk 					
Honest	<ul style="list-style-type: none"> • Telling the truth at all times • Owning up to mistakes • Being trustworthy and reliable • Not being two-faced 					
Reliable	<ul style="list-style-type: none"> • Turn up for work regularly and timely • Always do what is asked or expected • Be dependable 					
Customer Focussed	<ul style="list-style-type: none"> • Put customers (including colleagues) needs above your own where necessary • Treat customers as they wish to be treated not how you think they wish to be treated. 					
Patient Focussed	<ul style="list-style-type: none"> • Put the needs of the patients first above your own where necessary • Ensure all tasks/projects and targets ultimately meet the needs of patients e.g. if doing an office project 					
Open to Change	<ul style="list-style-type: none"> • Being positive and flexible • Attending team/area meetings, making sure you are aware of changes • Ask questions of the changes if necessary • Keeping an open mind and heart. 					
Have Initiative	<ul style="list-style-type: none"> • Take the lead on projects or issues • Recommend ideas to managers • Being the first to do or think of something or doing it without waiting to be asked. 					
Respectful	<ul style="list-style-type: none"> • Being aware of other people's roles and responsibilities • Being mindful of peoples needs, values and opinions 					

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Blackpool Person Assessment by your Mentor

- This assessment should be completed by your Mentor after your first 3 months in the clinical area .
- Please rate your Mentee on a scale of 1-5 with 1 being the lowest and 5 the highest.

Competence	Example	1	2	3	4	5
Considerate	<ul style="list-style-type: none"> • Offering to help colleagues • Being courteous to staff who come to help 					
Conscientious	<ul style="list-style-type: none"> • Making sure jobs are done properly and finished off • Noticing things and putting things right 					
Positive	<ul style="list-style-type: none"> • Smiling at work and at each other • Not moaning or complaining in inappropriate ways or places e.g. in front of patients or visitors • Being open to new ideas and making your area a great place to work 					
Team Orientated	<ul style="list-style-type: none"> • Being flexible with work shifts • Helping each other and being courteous • Offering to get involved without waiting to be asked 					
Friendly	<ul style="list-style-type: none"> • Smiling at everyone and anyone • Offering to help people and being positive • Looking out for anyone that may need help without waiting to be asked e.g. looking up from your desk 					
Honest	<ul style="list-style-type: none"> • Telling the truth at all times • Owning up to mistakes • Being trustworthy and reliable • Not being two-faced 					
Reliable	<ul style="list-style-type: none"> • Turn up for work regularly and timely • Always do what is asked or expected • Be dependable 					
Customer Focussed	<ul style="list-style-type: none"> • Put customers (including colleagues) needs above your own where necessary • Treat customers as they wish to be treated not how you think they wish to be treated. 					
Patient Focussed	<ul style="list-style-type: none"> • Put the needs of the patients first above your own where necessary • Ensure all tasks/projects and targets ultimately meet the needs of patients e.g. if doing an office project 					
Open to Change	<ul style="list-style-type: none"> • Being positive and flexible • Attending team/area meetings, making sure you are aware of changes • Ask questions of the changes if necessary • Keeping an open mind and heart. 					
Have Initiative	<ul style="list-style-type: none"> • Take the lead on projects or issues • Recommend ideas to managers • Being the first to do or think of something or doing it without waiting to be asked. 					
Respectful	<ul style="list-style-type: none"> • Being aware of other people's roles and responsibilities • Being mindful of peoples needs, values and opinions 					

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Final Evaluation

Discussion/Comments

To be signed on completion of the package


Practice Development Sister/ Ward Manager _____

Learner _____

Date _____


Once completed please photocopy this page and send it to Learning and Development 42, Whinney Heys Road.

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