



**Care? The Patients' Experience:  
The Design & Introduction of a  
Health & Social Care Worker Role**

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*Excellence in HRM Awards 2005  
Category Winner "HR Impact on Patient Care" & Overall Winner*

**CONTENTS**

- Continuing NHS Care in 'Gwent'
- Service provision 2002/2003
- The HSCW model
- Turning the vision into reality

**SERVICE PROVISION 2002/2003**

- 12 patients receiving complex care in the community
- All care delivered by qualified Agency Nurses - budget uncontrolled
- Historical recruitment difficulties within Continuing Care
- Continuing Care not an "attractive" speciality for RN's

**SERVICE PROVISION 2002/2003**

- Patient satisfaction survey (75% return)
  - only 11% of patients thought the service was good
- problems:
  - *"different staff every shift"*
  - *"sometimes staff just don't turn up"*
  - *"I don't know who to call in a crisis"*
  - *"there are often too many staff in my house at any one time"*
  - *"no-one listens to me, my care plan is more important than me"*
  - *"staff refuse to care for my dog, and my dog is my life"*



**"an inefficient, ineffective, poor service  
for society's most vulnerable...."**

**THE HEALTH & SOCIAL CARE WORKER ROLE:**

- Job description
- Person specification
- Educational framework & competencies
- Pay & Reward
- Business case
- Recruitment strategy

#### **VISION TO REALITY**

- > 100 applications for the first advert
- 30 WTE's appointed April & July 2003 (2 cohorts)
- 90% successfully completed NVQ III by September 2004

#### **IMPACT**

- Positive patient experience, reduced complaints, 100% of patients identified new service was good or very good
- Cost effectiveness - Net reduction in Agency utilisation
- Successful pilot → now an approved service model (presently 50 WTE's)
- Career pathway for non registered nurses (and Home Carers)

#### **CONCLUSION**

- The HSCW model is an excellent initiative which has addressed patient care, organisational and service needs
- Commended by the Change Agent Team (Wales) & CHI & overall winner in the HPMA Excellence in HRM Awards 2005
- Health Professions Wales (HPW) scoping exercise - NVQ III = transferable educational currency from April 2006

**Reflects: HR Strategy for Wales "Delivering for patients"**

**Trust HR Strategy & Clinical Services Plan**

**The Review of Health & Social Care in Wales  
(Wanless)**

***Truly illustrating 'the HR impact on patient care'***