Nursing Portfolio
Phillipa Hayes

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Background

Qualifications and certificates

Over the last year I have worked towards two qualifications. One is a ongoing course in trinity st David to give me a level four certificate in health which will give me the qualifications to apply for my nursing degree. This course has been challenging but with the help from tutors and peers it has made it a lot easier.

Whilst starting my role as a health care support worker in the NHS I had to do a course to be qualified enough to go onto the hospital floor. This course is called skills to care. This consists of basics such as moving and handling. It also gives you an insight of diabetes, dementia and what to do in an emergency situation. This course is also accountable for 100 UCAS points.

I hope that over the next year I will be placed onto many courses through the emergency department to give me a wide range of skills and to always better myself.

Experience

Working across the hospital on the bank as A health care support worker, i have gained a lot of experience with different patient conditions, This job role Has gained me a lot of experience and confidence within the job. working a lot of these shifts down in accident and emergency and critical decisions unit has made me realise that every patient is different and needs different amounts of care, working within these areas has given me the confidence that I can work well when under pressure and within an emergency Situation, now working in giangwili Accident and emergency, i am gaining critical care experience daily, learning and taking in medical illnesses, orthopaedic situations and working closely in resus on many shifts, working effectively, professionally and under a great deal of pressure is becoming the normality of working life.
Working as a health care support worker in a and e you have to be efficient and confident with your decisions, time keeping is a must and also Is keeping up to date with the paper work. Working closely with the nurses is very important and working as part of a team is vital if the department is going to work timely and effectively.

With previous experience of caring I feel confident I will be a vital part of the team. I learnt alot in this job role, i realised that caring would be different for every service user, Everbody requires different needs and different levels of care. Going to A patient you have to respect their routine and surroundings, every service user would have a care plan which was followed; the experience in this job role made me understand it is not only the service users you need to help and listen to but many a time you would be a big help to the family and always be there to listen and help them aswell.

With just short of 12 years in the hairdressing industry I have dealt with the public every working day understanding different personalities and adapting to their needs, i feel this will be a vital help to this job role, as I will be experienced enough to help the patient and family in the friendliest and professional manner as possible.

Qualifications

I am very interested to work towards qualifications. after gaining some experience I would love to work towards my nursing degree, i'm very interested in the grow your own scheme as i feel this will teach me more as a nurse and what I lean in university may be seen on the job more frequently than going to university full time. This is something that I always wanted to do and work towards but have never felt i have had the right opportunity to do so. i always want to develop my skills further and strive to help others. I feel I have the right attitude and life experience to become a good nurse. Nursing is my calling and i'm ready to start my journey towards a new career. i always strive to be the best at what I can be and feel that caring and nursing is the right path for me.

Aptitude and abilities

I always take pride in how i look and always come across well presented, I understand that wearing a uniform your not only representing yourself but your creating an image for that company/ organisation. In all my job roles working as a team is a vital part, everybody has different strengths and weaknesses and understanding these contributes towards a productive team and you can do the best you can helping each other out when is needed and appreciating each other. I am also very good at working of my own initiative this is a skill i have always used but feel this has developed a lot more in my role as a self employed hairdresser; this is something I use every hour of the day making decisions and planning my day to run as smoothly and effectively as possible. I'm good at following

tasks and instructions and carrying these out to the best of my abilities, If I feel that this passes my limitation i will always recognise this and ask for help. i have always had to work within a timed column and make sure all my duties are done to the best standard and as professional as possible. in my previous job role of not only making sure I carry out a service within specified time, I also need to travel between clients which i feel shows i can carry out my job in a timely manor. i feel this will be a vital contribution that i can bring to the job role, i am a caring and approachable person, who will always be as caring and friendly as possible to not only the patients but also to my colleagues. I am a hard worker and running my own business has helped me take even more pride in my work. i am happy to work different shift patterns and flexible to work around others. I feel that you never stop learning and enjoy listening and learning new skills from other people.

Future aims/goals

Working as a health care support worker throughout the hospital covering medical, surgical, paediatric and critical care units, i have discovered that becoming a nurse isn't just being a nurse, you have to be passionate about the job that you do, having a keen interest in the area you specialise in and being able to answer questions patients and family may have in store for you. With this i know i am wanting to go down paediatric nursing, what i eventually want to do is work in accident and emergency and specialise in paediatric care. I am currently studying in trinity st David Carmarthen a level four certificate in Nursing and health studies, with this certificate, I hope to work a further year in accident and emergency then applying to study my nursing in swansea university on a part time basis whist still working as a health care support worker, this way i can learn on the job, as I'm a kinesthetic learner, this will make me a better nurse. This scheme is called Grow Your Own. This will also guarantee me a job in accident and emergency after i qualify. This for the next few years time will be caring for mainly Older patients but when the bigger hospital is meant to open within hywel dda i hope to be a paediatric specialist within the accident and emergency department.

Work evidence

Fwd: Confirmation of offer email

phillipa hayes <pippa_hayes@icloud.com>

Tue 30/04/2019 17:58

To: transporters@hotmail.co.uk <transporters@hotmail.co.uk>

Sent from my iPad

Begin forwarded message:

From: Sian E Davies <s.e.davies@uwtsd.ac.uk>
Date: 17 September 2018 at 14:14:36 BST
To: Amanda Owens <amanda.owens@uwtsd.ac.uk>
Subject: Confirmation of offer email

Dear student

I am delighted to be able to welcome you to the Certificate in Nursing Studies and Health Program, University of Wales Trinity Saint David , Carmarthen Campus .

Please could you confirm that you have received your offer and that you are able to attend induction on Tuesday 25th September 2018 at our Carmarthen campus for 9.30am .

I look forward to meeting you

Kind regards
Amanda

Amanda Owens
Cyfarwyddwraig y Rhaglen Portffolio Iechyd / Health Portfolio Programme Director
Ysgol Chwaraeon, Iechyd ac Addysg Awyr Agored / School of Sport , Health and Outdoor Education
Cyfadran Busnes a Rheolaeth / Faculty of Business and Management
Prifysgol Cymru Y Drindod Dewi Sant / University of Wales Trinity Saint David
Stryd Fawr / High Street
Abertawe / Swansea
SA1 1NE
Ffôn / Tel: Swansea Office 01792 481196
Estyniad/ Extension:4196
Ffôn / Tel: Carmarthen Office:01267 225117
Estyniad/ Extension:5117
ebost/email: amanda.owens@uwtsd.ac.uk

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Agored Cymru

Hyn sydd i dystio bod / This is to certify that

Philipa Hayes

wedi cyflawni / has achieved

10 Credyd ar Lefel Dau / Credits at Level Two
ar gwrs o'r enw / on a course entitled

NHS Wales Induction for Clinical Healthcare Support Workers (Nursing)

a ddarparwyd gan / provided by

Hywel Dda University Health Board

Teitl yr Uned Unit Title	Cod Uned Unit Code	Credyd(au) Credit(s)	Lefel Level
NHS Wales Induction for Clinical Healthcare Support Workers (Nursing)	PH52CY108	10	Dau / Two

Kevern Kerswell
Prif Weithredwr
Chief Executive

CREDIT & QUALIFICATIONS FRAMEWORK FOR WALES
FFRAMWAITH CREDYDAU A CHYMWYSTERAU CYMRU

Rhif Tystysgrif/Certificate No: 20352474-01-NN9F | Dyddiad Dyfarnu/Award Date 15/11/2018 | Rhif y Dysgwr/Learner Number: 10138711

AS2: Cross referencing form (updated 08/12/17)

Phillipa Hayes

Unit title:	NHS Wales Induction for Clinical Healthcare Support Workers (Nursing)	Unit code:	PH52CY108	Level:	2	Credit value:	10

Page	Learning Outcome	Assessment Criteria	Method(s) of assessment	Evidence Required(a brief outline relating to method of assessment)	A.C.	Evid. Met and page No.	Date and Signature of Assessor
12				Contact details completed		✓	EJ
13				Assessors details entered		✓	EJ
17				Certificate of authenticity completed		✓	EJ
18				Summary of achievement sheet completed		✓	EJ
19	3. Be able to use communication skills in a healthcare setting	Define key terminology used in a healthcare setting (3.5)	Workbook	Candidate completes workbook and discussed in classroom environment	3.5	✓	EJ

Assessed 01-11-18

EJherwood

20	20. Be able to use reflection in a healthcare setting	Describe a method of reflection to use in a healthcare setting (20.1)	Workbook	Candidate completes workbook and discussed in classroom environment	20.1	✓	ES
21	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice **b**, code of conduct, **c**, accountability and delegation **e**, duty of care **g**, consent	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 a b c e g	✓ ✓ ✓ ✓ ✓	ES
21	3. Be able to use communication skills in a healthcare setting	Describe communication skills used in a healthcare setting (3.1) **a**. obtain consent **b**. giving and receiving information **c**. taking messages	Workbook	Candidate completes workbook and discussed in classroom environment	3.1 a b c	✓ ✓ ✓	ES
21	3. Be able to use communication skills in a healthcare setting	Describe how to identify the language and cultural preferences of individuals in a healthcare setting (3.2)	Workbook	Candidate completes workbook and discussed in classroom environment	3.2	✓	ES

22	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **g**, consent	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 g	✓	EB
23	3. Be able to use communication skills in a healthcare setting	Describe communication skills used in a healthcare setting (3.1) **a**. obtain consent **b**. giving and receiving information **c**. taking messages	Workbook	Candidate completes workbook and discussed in classroom environment	3.1 a, b, c	✓ ✓ ✓	EB
24	3. Be able to use communication skills in a healthcare setting	Describe communication skills used in a healthcare setting (3.1) **a**. obtain consent **b**. giving and receiving information **c**. taking messages	Workbook	Candidate completes workbook and discussed in classroom environment	3.1 a, b, c	✓ ✓ ✓	EB
24	3. Be able to use communication skills in a healthcare setting	Give examples of ways to support distressed person (3.3)	Workbook	Candidate completes workbook and discussed in classroom environment	3.3	✓	EB
✱ 25	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **j**, reporting concerns	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 j	✓	EB

✱ Q9 this is a good answer - you are correct in saying that if care is not documented, then it was not provided in the eyes of the law

25	4. Understand record keeping and reporting in a healthcare setting	Describe the responsibilities of a healthcare support worker for: • record keeping • reporting (4.1)	Workbook	Candidate completes workbook and discussed in classroom environment Intentional Rounding Log	4.1	✓	ES
26	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **h**, confidentiality	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 h	✓	ES
26	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **b**, Code of Conduct **c**. accountability and delegation **h**, confidentiality	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 b, c, h	✓ ✓ ✓	ES
27	3. Be able to use communication skills in a healthcare setting	Communicate with: • Individuals using a healthcare setting • Healthcare team members	Workbook	Candidate completes workbook and discussed in classroom environment Intentional Rounding Log	3.4	✓	ES
28	2. Understand person centred practice	Explain what is meant by centred practice (2.1)	Workbook	Candidate completes workbook and discussed in classroom environment	2.1	✓	ES
28	2. Understand person centred	Give examples of how to work in person centres	Workbook	Candidate completes workbook and	2.2	✓	ES

	practice	ways (2.2)		discussed in classroom environment			
29	2. Understand person centred practice	Describe how own beliefs, values and life experiences can affect behaviour towards individuals. (2.3)	Workbook	Candidate completes workbook and discussed in classroom environment	2.3	✓	EJ
29	2. Understand person centred practice	Explain why individuals have the right to make choices and take risks (2.4)	workbook	Candidate completes workbook and discussed in classroom environment	2.4	✓	EJ
30	5. Be able to carry out hand washing technique	Identify when and how hand washing should be carried out. (5.1)	Workbook	Candidate completes workbook and discussed in classroom environment	5.1	✓	EJ
31	5. Be able to carry out hand washing technique	Demonstrate hand washing technique (5.2)	Workbook	Candidate completes workbook and discussed in classroom environment	5.2	✓	EJ
32	5. Be able to carry out hand washing technique	Demonstrate hand washing technique (5.2)	Workbook	Candidate completes workbook and discussed in classroom environment	5.2	✓	EJ
33	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **f**, chaperoning	Workbook	Candidate completes workbook and discussed in classroom environment.	1.1 f	✓	EJ
34	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **f**, chaperoning	Workbook	Candidate completes workbook and discussed in classroom environment.	1.1 f	✓	EJ

* Good Answer to "Specialling"

35	6. Know how falls can be prevented	Identify the factors that can contribute to falls (6.1)	Workbook	Candidate completes workbook and discussed in classroom environment	6.1		
36 Evidence 1	6. Know how falls can be prevented	Identify strategies for falls prevention (6.2)	Workbook	Candidate completes workbook and discussed in classroom environment. Intentional Rounding Log	6.2		
36	2. Understand person centred practice	Explain why individuals have the right to make choices and take risks (2.4)	workbook	Candidate completes workbook and discussed in classroom environment	2.4		
37 (must have 7 areas identified) Evidence 1	7. Understand pressure area care	Identify the common sites for pressure sores (7.1)	Workbook	Candidate completes workbook and discussed in classroom environment Intentional Rounding Log	7.1		
38/39 Evidence 1	7. Understand pressure area care	Identify the stages of pressure sore development (7.2)	Workbook	Candidate completes workbook and discussed in classroom environment Intentional Rounding Log	7.2		
39	7. Understand pressure area care	Identify factors which cause skin breakdown (7.3)	Workbook	Candidate completes workbook and discussed in classroom environment	7.3		
40	7. Understand pressure area care	Identify interventions which reduce: • skin breakdown • pressure sores (7.4)	Workbook	Candidate completes workbook and discussed in classroom environment. Intentional Rounding Log	7.4		
42 Evidence 1	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice	Workbook	Candidate completes workbook and discussed in classroom environment. Intentional Rounding Log	1.1 a		

42	8. Know the role of diet, nutrition in a healthcare setting	Identify national and local initiatives for diet, nutrition and hydration (8.1)	Workbook	Candidate completes workbook and discussed in classroom environment Intentional Rounding Log	8.1	✓	ES
43	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **e,** duty of care	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 e	✓	ES
43	8.Know the role of diet, nutrition in a healthcare setting	Identify factors that affect diet, nutrition and hydration in healthcare settings (8.2)	Workbook	Candidate completes workbook and discussed in classroom environment	8.2	✓	ES
Page 44	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice **e,** duty of care	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 a e	✓ ✓	ES
Page 44	13. be able to take physiological measurements	Identify factors which affect physiological measurements (13.3)	Workbook	Candidate completes workbook and discussed in classroom environment	13.3	✓	ES
Page 46	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice	Workbook	Candidate completes workbook and discussed in classroom environment	1.1. a c e	✓ ✓ ✓	ES

		c, accountability and delegation **e,** duty of care **j,** reporting concerns			j	✓	ES
Page 46	4. Understand record keeping and reporting in a healthcare setting	Describe the responsibilities of a healthcare support worker for: • record keeping • reporting (4.1)	Workbook	Candidate completes workbook and discussed in classroom environment	4.1	✓	ES
Page 46 Fluid balance and weekly fluid chart	8. Know the role of diet, nutrition in a healthcare setting	Identify how fluid input and output are recorded on a fluid balance chart (8.3)	Workbook	Candidate completes workbook and discussed in classroom environment	8.3	✓	ES
Page 46 Fluid balance weekly chart Intentional rounding Clinical observation chart	9. Know how to support individuals to maintain continence	Identify how to record excretion from: • bladder • bowels (9.5)	Workbook	Candidate completes workbook and discussed in classroom environment	9.5	✓	ES
Page 48	9. Know how to support individuals to maintain continence	Define continence (9.1)	Workbook	Candidate completes workbook and discussed in classroom environment	9.1	✓	ES

Page 48	9. Know how to support individuals to maintain continence	Identify factors which affect continence (9.2)	Workbook	Candidate completes workbook and discussed in classroom environment	9.2	* Excellent- Comprehensive answer Given. ES.	
Page 48	9. Know how to support individuals to maintain continence	Identify aids which support continence (9.3)	Workbook	Candidate completes workbook and discussed in classroom environment. Intentional Rounding Log	9.3	✓	ES
Page 49 Intentional rounding Clinical observation chart Bowels chart	4. Understand record keeping and reporting in a healthcare setting	Describe the responsibilities of a healthcare support worker for: • record keeping • reporting (4.1)	Workbook	Candidate completes workbook and discussed in classroom environment	4.1	✓ Excellent! you have listed all the required documentation for recording Bowel actions.	
Page 49 Bowels chart Intentional rounding Clinical observation chart	9. Know how to support individuals to maintain continence	Identify how to record excretion from: • bowels (9.5)	Workbook	Candidate completes workbook and discussed in classroom environment	9.5	ES ✓	ES
Page 51	10. Understand how to support the wellbeing of individuals in a healthcare	Identify factors that affect: • physical wellbeing • emotional wellbeing (10.1)	Workbook	Candidate completes workbook and discussed in classroom environment	10.1	✓	ES

	setting						
Page 51	10. Understand how to support the wellbeing of individuals in a healthcare setting	Identify strategies to support factors identified in 10.1 (10.2)	Workbook	Candidate completes workbook and discussed in classroom environment	10.2	✓	ES
Page 52	11. Know how to support individuals with cognitive impairment	Give reasons for cognitive impairment (11.3)	Workbook	Candidate completes workbook and discussed in classroom environment	11.1	✓	ES
Page 52	11. Know how to support individuals with cognitive impairment	Identify an initiative for supporting individuals with cognitive impairment (11.2)	Workbook	Candidate completes workbook and discussed in classroom environment	11.2	✓	ES
Page 53	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice **c**, accountability and delegation **e**, duty of care **g**, consent	Workbook	Candidate completes workbook and discussed in classroom environment	1.1. a c e g i j	✓ ✓ ✓ ✓ ✓ ✓	ES

		i, enabling approach j, reporting concerns					
Page 53	11. Know how to support individuals with cognitive impairment	Reflect on how to support individuals with cognitive impairment (11.3)	Workbook	Candidate completes workbook and discussed in classroom environment	11.3	✓	ES
Page 54	12. Know how to support individuals with sensory loss	List the senses (12.1)	Workbook	Candidate completes workbook and discussed in classroom environment	12.1	✓	ES
Page 54	12. Know how to support individuals with sensory loss	Give examples of sensory loss (12.2)	Workbook	Candidate completes workbook and discussed in classroom environment	12.2	✓	ES
Page 54	12. Know how to support individuals with sensory loss	Identify factors that affect sensory loss (12.3)	Workbook	Candidate completes workbook and discussed in classroom environment	12.3	✓	ES
Page 54	12. Know how to support individuals with sensory loss	Identify an initiative for supporting individuals with sensory loss (12.4)	Workbook	Candidate completes workbook and discussed in classroom environment	12.4	✓	ES

Page 55	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice **c**, accountability and delegation **e**, duty of care **g**, consent **i**, enabling approach j, reporting concerns	Workbook	Candidate completes workbook and discussed in classroom environment	1.1. a c e g i j	✓✓✓✓✓✓	ES
Page 55	20. Be able to use reflection in a healthcare setting	Produce a reflective account of a shadow shift during NHS Wales Induction (3.2)	Workbook	Candidate completes workbook and discussed in classroom environment	20.2	✓	ES
Page 55	12. Know how to support individuals with sensory loss	Reflect on how to support individuals with sensory loss (12.5)	Workbook	Candidate completes workbook and discussed in classroom environment	12.5	✓	ES
Page 56	14. Understand how to recognise a deteriorating patient	Describe the signs and symptoms of a deteriorating patient (14.1)	Workbook	Candidate completes workbook and discussed in classroom environment	14.1	✓	ES
Page 57	13. Be able to take physiological measurements	List the terms used for physiological measurements (13.1)	Workbook	Candidate completes workbook and discussed in classroom environment	13.1	✓	ES
Page 57	13. Be able to take	Identify normal and abnormal ranges for		Candidate completes workbook and			

	physiological measurements	physiological measurements (13.2)	Workbook	discussed in classroom environment Clinical Observation Chart (Cludo)	13.2	✓	ES
58	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice **b**, codes of conduct **c**, accountability and delegation **j**, reporting concerns	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 a b c j	✓ ✓ ✓ ✓	ES
58	13. Be able to take physiological measurements	Identify normal and abnormal ranges for physiological measurements (13.2)	Workbook	Candidate completes workbook and discussed in classroom environment Clinical Observation Chart (Cludo)	13.2	✓	ES
58	4. Understand record keeping and reporting in a healthcare setting	Describe the responsibilities of a healthcare support worker for: • record keeping • reporting	Workbook	Candidate completes workbook and discussed in classroom environment	4.1	✓	ES
59	13. Be able to take physiological measurements	Identify factors which affect physiological measurements (13.3)		Candidate completes workbook and discussed in classroom environment	13.3	✓	ES
60 Clinical obs chart	13. Be able to take physiological measurements	Take physiological measurements (13.4)	workbook	Candidate completes workbook and discussed in classroom environment	13.4	✓	ES

61 Clinical obs chart	13. Be able to take physiological measurements	Record physiological measurements (13.5)	workbook	Candidate completes workbook and discussed in classroom environment	13.5	✓	ES
62 Clinical obs chart	13. Be able to take physiological measurements	Take physiological measurements (13.4)	workbook	Candidate completes workbook and discussed in classroom environment	13.4	✓	ES
63 Clinical obs chart	13. Be able to take physiological measurements	Take physiological measurements (13.4)	workbook	Candidate completes workbook and discussed in classroom environment	13.4	✓	ES
64 Clinical obs chart	13. Be able to take physiological measurements	Take physiological measurements (13.4)	workbook	Candidate completes workbook and discussed in classroom environment	13.4	✓	ES
65 Intentional Rounding Log	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **a**, scope of practice **b**, codes of conduct **c**, accountability and delegation **e**, duty of care g, Consent **i**, using an enabling approach **j**, reporting concerns	workbook	Candidate completes workbook and discussed in classroom environment	1.1 a b c e g i j	✓ ✓ ✓ ✓ ✓ ✓ ✓	ES

65 Intentional Rounding Log	4. Understand record keeping and reporting in a healthcare setting	Describe the responsibilities of a healthcare support worker for: • Record keeping • Reporting	Workbook	Candidate completes workbook and discussed in classroom environment	4.1	✓	✓
65 Intentional Rounding Log	15. Understand how to support the hygiene needs of individuals	Identify how to encourage an individual to communicate their needs, preferences and personal beliefs affecting their personal care. (15.1)	Workbook	Candidate completes workbook and discussed in classroom environment	15.1	✓	✓
65 Intentional Rounding Log	15. Understand how to support the hygiene needs of individuals	Give examples of ways to protect the privacy and dignity of individuals while providing support with hygiene needs (15.2)	Workbook	Candidate completes workbook and discussed in classroom environment	15.2	✓	✓
65 Intentional Rounding Log	15. Understand how to support the hygiene needs of individuals	Describe how to support the hygiene needs of individuals (15.3)	Workbook	Candidate completes workbook and discussed in classroom environment	15.3	✓	✓
66 Intentional	16. Know how to support oral	Identify why oral care is needed (16.1)	Workbook	Candidate completes workbook and discussed in classroom environment	16.1	✓	✓

Rounding Log	care						
66 Intentional Rounding Log	16. Know how to support oral care	Give examples of how to support individuals with oral care needs (16.2)	Workbook	Candidate completes workbook and discussed in classroom environment	16.2	✓	
67 Intentional Rounding Log	17. Know how to support foot care	Identify why foot care is needed (17.1)	Workbook	Candidate completes workbook and discussed in classroom environment	17.1	✓	
67 Intentional Rounding Log	17. Know how to support foot care	Give examples of how to support individuals with foot care needs (17.2)	Workbook	Candidate completes workbook and discussed in classroom environment	17.2	✓	
68	2. Understand person centred practice.	Give examples of how to work in person centres ways (2.2)	Workbook	Candidate completes workbook and discussed in classroom environment	2.2	✓	
68	15. Understand how to support the hygiene needs of individuals	Give examples of ways to protect the privacy and dignity of individuals while providing support with hygiene needs (15.2)	Workbook	Candidate completes workbook and discussed in classroom environment	15.2	✓	
69	19. Know how clinical specimens are taken	Describe how clinical specimens are taken. (19.1)	Workbook	Candidate completes workbook and discussed in classroom environment	19.1	✓	

70	19. Know how clinical specimens are taken	Describe how clinical specimens are taken. (19.1)	Workbook	Candidate completes workbook and discussed in classroom environment	19.1	✓	ES
71	19. Know how clinical specimens are taken	Identify how to label clinical specimens (19.2)	Workbook	Candidate completes workbook and discussed in classroom environment	19.2	✓	ES
72	18. Know, about death, dying and bereavement	Describe an end of life pathway (18.2)	Workbook	Candidate completes workbook and discussed in classroom environment	18.2	✓	ES
Page 73	18. Know, about death, dying and bereavement	Identify cultural and religious differences associated with death and dying (18.1)	Workbook	Candidate completes workbook and discussed in classroom environment	18.1	✓	ES
74	4. Understand record keeping and reporting in a healthcare setting	Describe the responsibilities of a healthcare support worker for: • record keeping	Workbook	Candidate completes workbook and discussed in classroom environment	4.1	✓	ES
74	18. Know, about death, dying	Identify how the property of an individual is handled and stored after death	Workbook	Candidate completes workbook and discussed in classroom environment	18.4	✓	ES

	and bereavement	(18.4)					
	3. Be able to use communication skills in a healthcare setting	Describe how to identify the cultural preferences of individuals in a healthcare setting (3.2)	Workbook	Candidate completes workbook and discussed in classroom environment	3.2	✓	ES
75	18. Know, about death, dying and bereavement	Identify how to care for a body after death in ways which respect cultural differences (18.3)	Workbook	Candidate completes workbook and discussed in classroom environment	18.3	✓	ES
75	18. Know, about death, dying and bereavement	Identify the stages of grief (18.5)	Workbook	Candidate completes workbook and discussed in classroom environment	18.5	✓	ES
76	18. Know, about death, dying and bereavement	Identify how HCSW's are supported when working with individuals who are dying (18.6)	Workbook	Candidate completes workbook and discussed in classroom environment	18.6	✓	ES
77	20. Be able to use reflection in a healthcare setting	Produce a reflective account of a shadow shift during NHS Wales induction (20.2)	Workbook	Candidate completes workbook and discussed in classroom environment	20.2	✓	ES

79	20. Be able to use reflection in a healthcare setting	Produce a reflective account of a shadow shift during NHS Wales induction (20.2)	Workbook	Candidate completes workbook and discussed in classroom environment	20.2	✓	ES
81	20. Be able to use reflection in a healthcare setting	Produce a reflective account of a shadow shift during NHS Wales induction (20.2)	Workbook	Candidate completes workbook and discussed in classroom environment	20.2	✓	ES
83	1. Understand the role of a healthcare support worker	Describe the role and responsibilities of a healthcare support worker (1.1) **d**, the mandatory and delegation training for own work setting	Workbook	Candidate completes workbook and discussed in classroom environment	1.1 d	✓	ES
83		Complete comments box and HCSW signature and date in the box.	Workbook	Candidate completes workbook and discussed in classroom environment		✓	ES
84		Additional contact details and completed workbook checklist	Workbook	Candidate completes workbook and discussed in classroom environment		✓	ES

Character Reference Phillipa Oliver

I am the Senior Sister of the Emergency Unit and have worked with Phillipa for the last 6 months, monitoring her develop into her new role as an Emergency Unit Health Care Support Worker.

She is very skilled, responsible, efficient, enthusiastic, and a kind hearted individual. Self-assured and calm nature, Phillipa is a credit to the department where she has consistently provided patients with exceptional care.

Phillipa has become a valued member of the team, showing immense enthusiasm to learn new skills. Not only is she efficient in her work but her recognition of the sick patient is excellent, confidently alerting the qualified nurse of these changes. Phillipa is a responsible individual who has never ignored any occasion to volunteer her services during high volume times. Her greatest asset is her responsible attitude along with her ability to work under pressure in cases of emergencies.

Phillipa will continue to learn new skills as she is booked to attend ve napuncture training and ECG training in the following weeks. All her new skills will aid her in becoming an excellent qualified nurse and I look forward to watch her blossom in her career.

Louisa Standeven

Senior Sister Emergency Unit

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Ein cyf/Our ref:
Gofynnwch am/Please ask for: Leadership Education & Development
Rhif Ffôn /Telephone: 01267 239599
Ffacs/Facsimile:
E-bost/E-mail: Corporate.induction.hdd@wales.nhs.uk
Dyddiad/Date:

Adran Arweinyddiaeth, Addysg a Datblygu
Hafan Derwen, Parc Dewi Sant, Heol Ffynnon Job
Caerfyrddin, Sir Gaerfyrddin, SA31 3BB

Leadership, Education & Development Department
Hafan Derwen, St Davids Park, Job's Well Road,
Carmarthen, Carmarthenshire, SA31 3BB

30 April 2019

Dear Phillipa

Congratulations on your recent appointment with the University Health Board. We are delighted that you will be joining us on **Monday, 25th June 2018 for your Corporate Induction training.**

Please find attached a programme showing how your days will run. This programme will provide you with the key information that you will need about the University Health Board and your role here. Everyone in the department was new at some point, so be assured we will all try to help you over the next few weeks.

Upon arrival on **25th June,** please report to the **Leadership, Education & Development Dept, Carmarthen, SA31 3BB** at **9:00am.** You will find a map enclosed to help you locate the Centre. **Please see table below for times and venues.**

If you require any further assistance please do not hesitate to contact me on the above number.

Yours sincerely

Helen Orriss
Learning & Development
Programme Co-ordinator

INDUCTION PROGRAMME FOR NEWLY APPOINTED EMPLOYEES

When should I attend training?	What's the training?	What information do I need to know prior to the training?	Where should I report upon arrival?
MONDAY 25th June 2018	Corporate Induction Training	You will be introduced to the Health Board's structure.	Leadership, Education and Development Centre, Hafan Derwen, Parc Dewi Sant, Carmarthen **9:00am – 3.00pm.**
TUESDAY 26th June 2018	Manual Handling Training	**Please note comfortable clothing, appropriate footwear, i.e. flat shoes with an enclosed toe and heel (not flip flops or high heels) should be worn.** To assist the Health Board in identifying and possibly reducing your Moving and Handling training requirements, if you **already have an All Wales Moving and Handling Passport,** please provide copies, to include any updates, as soon as possible and send to your local Moving & Handling Department. For any queries, please phone Withybush General Hospital: 01437 773831, Carmarthenshire: 01267 239753 or Bronglais General Hospital: 01970 635947 **For those who hold the Manual Handling Passport, arrangements will be made for you to complete your mandatory training via the e-learning portal. Please report to the main reception within the Leadership, Education & Development Department.**	Leadership, Education and Development Centre, Hafan Derwen, Parc Dewi Sant, Carmarthen SA31 3BB at **9:00am – 12:30pm.**
TUESDAY 26th June 2018	E-learning Training	**Completion of e-learning modules.** **Please bring headphones with you as some of the modules contain video clips.**	Leadership, Education and Development Centre, Hafan Derwen, Parc Dewi Sant, Carmarthen SA31 3BB at **1:00pm – 5:00pm.**
WEDNESDAY 27th June 2018	E-learning Training	**Completion of e-learning modules.** **Please bring headphones with you as some of the modules contain video clips.**	Leadership, Education and Development Centre, Hafan Derwen, Parc Dewi Sant, Carmarthen SA31 3BB at **9:00am – 12:30pm.**

*** Please make arrangements with your manager for a workplace orientation on completion of this Induction training programme. On your <u>workplace orientation day</u> (NOT Corporate Induction training) please bring with you your P45, bank details, proof of identity, e.g. birth certificate/passport and two passport photos for your id badge.**

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Shared Services

2nd Floor, Matrix House
Matrix Park
Swansea Enterprise Park
Swansea, SA6 8BX

Friday, 5th April 2019

Private and Confidential
Miss Phillipa Hayes
24 Cysgod yr Ysgol
Gorslas
Llanelli
SA14 7AX
United Kingdom

Your Ref: 100-ACS225-1218Health Care Support Worker

Dear Miss Phillipa Hayes,

I am pleased to confirm your Permanent appointment with Hywel Dda University Health Board to the position of Health Care Support Worker

Attached are the main terms and conditions of service, which will govern your employment with Hywel Dda University Health Board. This letter incorporates the written particulars required by the Employment Rights Act 1996 and constitutes your contract of employment with Hywel Dda University Health Board.

Please read carefully the contents of this letter and the attached main terms and conditions of service and let me know if there is anything that you do not understand. I should be grateful if you would sign below and return one copy to your line manager and the other copy is enclosed for your retention.

I hope you will enjoy working in Glangwili Hospital.

Yours sincerely

Mrs Sian Lillicrap
Recruitment Adviser

Hywel Dda University Health Board

CONTRACT OF EMPLOYMENT

NAME: Phillipa Hayes

JOB TITLE: Health Care Support Worker

BAND: Band 2

1. MAIN TERMS AND CONDITIONS OF SERVICE

In accordance with the requirements of the Employment Rights Act 1996, this contract sets out the terms and conditions of your employment. The terms and conditions attached to this appointment will be determined by the NHS Staff Council, in accordance with Agenda for Change Terms and Conditions Handbook (as amended from time to time). Any change to your contract of employment will be made by agreement with you individually or by collective national agreement or as delegated by the NHS Staff Council for local agreement.

2. MANAGERIAL AND PROFESSIONAL RELATIONSHIPS

Details of any responsibilities for staff, which are part of the post, are contained in the attached job description.

3. COMMENCEMENT DATES

Date commenced in post 1-Apr-2019

Continuous Employment Dates

Employing Organisation – 01-Apr-2019 NHS - 25-Jun-2018

For the purposes of Section 210(5) of the Employment Rights Act 1996, your continuous employment started from the date of commencement with the NHS as outlined below.

Continuous previous service with an NHS employer will count as reckonable service in respect of NHS agreements on redundancy, occupational maternity leave/pay and occupational sick pay. Annual leave will be calculated on the basis of aggregated NHS service when verified. For all purposes except sickness, a break in service will be regarded as three months. For sickness purposes the Hywel Dda University Health Board will regard service where the break is less than 12 months as continuous.

The date of continuous service also includes any previous service transferred via the Transfer of Undertakings (Protection of Employment) Regulations 2006 and/or statutory transfer order.

Your NHS continuous service date is subject to confirmation from your previous NHS employer(s).

4. PERFORMANCE AND DEVELOPMENT

The duties of the post are outlined in your Job Description and Person Specification and may be changed by mutual agreement from time to time.

You are employed in the belief that you have been trained or will have received training or are qualified and/or skilled for the work in which you are engaged and it is expected that these skills will be consistently demonstrated during the course of your employment. Poor performance could result in formal action in accordance with Hywel Dda University Health Board policies.

In accordance with the appropriate Hywel Dda University Health Board policy you will be required to take part in a staff development review in line with the Knowledge and Skills Framework (KSF) and further details will be provided by your manager.

At no time should you work outside your defined level of competence. If you have concerns regarding this, you should immediately discuss them with your manager/supervisor. You have a responsibility to inform your supervisor/manager if you are not competent to perform a duty. You will be advised during your induction of the arrangements available to you to access advice and support, both during and outside of normal working hours. If you are a supervisor/manager, you need to keep up to date with the requirements of supervisors/mentors of the relevant professional body or educational establishment.

5. TENURE OF APPOINTMENT

Option

Your employment with the Hywel Dda University Health Board is permanent i.e. the appointment will continue until such time as terminated by either party in accordance with the termination provisions of this contract

Option

Your employment with the Hywel Dda University Health Board is Permanent until XXXXXX for Length due to Reason.

6. NORMAL PLACE OF WORK

Your normal place of work will be CAR GGH A&E 0056, Glangwili Hospital. There may be occasions when you will be requested to work at other locations within the Hywel Dda University Health Board and the organisation reserves the right to reasonably transfer you, following consultation, to any of its locations, in accordance with the needs of the service. In such circumstances, a change of base may carry an entitlement to excess travel payments.

If you are employed on a rotational post it could be a requirement for you to work in various locations and you will be notified if this is the case. Excess mileage is not payable in these circumstances.

7. CONDITIONS OF EMPLOYMENT

Your employment will be subject to:-

1. If you undertake work which requires professional/state registration you are responsible for ensuring that you are so registered. Failure to maintain registration, or loss or registration, will be treated as a breach of your terms and conditions of employment and may result in disciplinary action.
2. Your employment, and continued employment, is conditional upon having and retaining all the relevant educational, vocational, professional and any other relevant qualifications that you have stated you had when you completed your application form.
3. Satisfactory Disclosure and Barring Service checks where applicable. Any failure to disclose

previous criminal convictions or cautions may result in disciplinary action, in accordance with the Hywel Dda University Health Board Disciplinary Policy.

4. Disclosure of any existing secondary employment or paid employment.
5. The provisions of the "The Standards of Business Conduct for NHS Staff", a copy of which is available from your manager or the Human Resources Department.

8. DISCLOSURE OF CONVICTIONS, CAUTIONS AND REPRIMANDS

If you are convicted or found guilty of a criminal offence you are required to inform your manager as soon as possible. Failure to disclose such convictions or findings of guilt could result in disciplinary action, which may result in dismissal. This includes any charges or cautions.

At any time during the period of your employment, you are required to inform your manager of any child protection or vulnerable adult investigations which you may be subject to, both inside and outside of the workplace.

9. CURRENT DRIVING LICENCE

If your post requires you to drive, you must possess a current valid full driving licence.

Where a full current driving licence is a requirement for your job in the event that your licence is withdrawn, you must inform your manager immediately. In certain circumstances, this may affect your employment status with the current post and, although consideration will be given to redeploying you to a suitable alternative position, this may result in the termination of your employment.

If using your own vehicle you must ensure that you carry valid insurance for business use and you are required to provide evidence of your insurance documents to your manager. Where there is a failure to comply with these requirements, this could result in disciplinary action.

10. EXPENSES

Expenses incurred in the course of your duties will be reimbursed to you in accordance with the appropriate policy on Travel and Expenses.

11. HOURS OF WORK

Your appointment is Part Time 30 hours per week (excluding meal breaks) within a notional full-time working week of 37.5 hours.

You may, at the request of your manager, be asked to undertake such additional hours as may be necessary for continuity of service. The rules for being given time off in lieu or overtime payments are outlined in the Agenda for Change Terms and Conditions of Service Handbook, Section 3.

Your normal pattern of work will be determined by your manager following discussion with you and will take account the needs of the service and the Working Time Regulations 1998. The Hywel Dda University Health Board reserves the right to change your working arrangements due to changes in the requirements of service needs. In such circumstances, the Hywel Dda University Health Board will discuss such changes with you and provide you with reasonable notice prior to such a change being implemented.

Under the Working Time Regulations 1998 you should not work more than an average of 48 hours per week based on a 17-week reference period. As such the Hywel Dda University Health Board is required to be aware of all the hours you work regardless of whether this is for the Hywel Dda University Health Board as overtime, bank, casual, agency or with another employer. You are, therefore, required to notify your manager of any such hours worked as these occur.

Exceptionally some staff will have their hours of work protected under Section 46.32 of the Agenda for Change Terms and Conditions of Service Handbook. You will be notified if this applies to your post.

12. REMUNERATION

The full time current salary pay scale applicable for the band you are appointed to is £17,652 - £19,020 per annum pro rata, based on 37½ hours per week, pro rata if you work part time. The pay scale is reviewed annually in accordance with the National Pay Review body. This will be paid monthly by direct debit to your bank account/building society.

Previous NHS service at the same or a higher grade may be taken into account in determining your commencement salary in accordance with the relevant A4C Terms and Conditions of Service. Your commencement salary has been determined from the information provided by you on your application form. However, this is subject to confirmation of relevant service from your previous NHS employer. When this information has been obtained, your commencement salary will be adjusted as necessary and details will be shown on your payslip.

For work outside of normal hours an enhancement will be paid in accordance with the Agenda for Change Unsocial Hours arrangements that are applicable to your work group.

Additional hours worked may be on a paid basis or may attract time off in lieu in accordance with Section 3 of the Agenda for Change Terms and Conditions Handbook.

If applicable to your post you may be required to participate in an on-call system for which you will be entitled to a rate of payment, either in accordance with existing arrangements within your department, or Agenda for Change arrangements if your department has chosen to adopt the new arrangements. You will be advised of these on appointment.

13. PAY PROGRESSION AND INCREMENTAL DATES

For newly appointed or promoted staff, the incremental date will be the date when you take up your post. The incremental date is the date each year when staff are expected, in normal circumstances, to move to the next pay point on the relevant pay band.

Newly appointed or promoted staff joining a pay band will serve an initial foundation period of up to twelve months. Once progression has been agreed at the foundation gateway, as part of the Knowledge and Skills Framework (KSF), staff will progress to the next point on their pay band twelve months after appointment and to subsequent points every twelve months thereafter, subject to meeting the agreed competencies for progression through the second gateway point.

14. MATERNITY/ADOPTION/PATERNITY LEAVE

Details of maternity, adoption and paternity leave and pay provisions are available as required from your manager or via the Human Resources Department. These provisions are in accordance with Agenda for Change Terms and Conditions Handbook, Section 15 and statutory regulations.

15. DEDUCTIONS/OVERPAYMENTS

Where certain charges for lodgings, meals, beverages, telephone charges, car parking, etc. are payable under the conditions of employment, they will be deducted from your salary.

The Hywel Dda University Health Board reserves the right to withhold salary and benefits, or make deductions from salary/wages in respect of unauthorised absence from work, over-payment of salary and/or expenses. Furthermore the Hywel Dda University Health Board also reserves the right, following investigation, to withhold payment or deduct a day's pay for each day of any unauthorised absence.

The Hywel Dda University Health Board will manage any necessary deductions in a sensitive manner and before any deductions are made you will be consulted and a discussion will be undertaken as to the most appropriate method and timescale for such a repayment to be made.

16. PENSIONS

Membership of the NHS Pension Scheme is voluntary but you are encouraged to join. It is important to note that almost all employees between the ages of 16 and 75 will be contractually enrolled into the NHS Pension Scheme. Your pension contributions will be taken directly from your pay and will be subject to tax relief.

If you do not wish to join the NHS Pension Scheme you will need to complete the 'Application to leave the NHS Pension Scheme (SD502)' form. The form can be downloaded from the 'Leaving or taking a break from the Scheme' section of NHS Pensions website at www.nhsbsa.nhs.uk/member-hub. If you do not have personal access to a computer, you should be able to access facilities which will allow you to do so at work or please contact NHS Pensions on 0300 3301 346 to request a paper copy.

A small number of employees are ineligible for NHS Pension Scheme membership. If they meet specific age and earnings criteria, they will be Automatically Enrolled into the Organisation's alternative pension provider National Earnings Savings Trust (NEST) Corporation.

17. ANNUAL LEAVE AND BANK HOLIDAYS

The annual leave year is 1st April – 31st March and all leave is granted subject to the arrangements that apply to your department and the approval of your manager.

For staff who work 37½ hours spread over a five day week, the leave entitlement per leave year is as follows:

Length of Service	Annual Leave Entitlement
On appointment within the NHS	27 days plus 8 Bank Holidays
After five years service	29 days plus 8 Bank Holidays
After ten years service	33 days plus 8 Bank Holidays

For staff who work shifts other than 7½ hours excluding meal breaks, the annual leave and general public holiday entitlements will be calculated on an hourly basis, in line with the All Wales Calculation Agreement, to prevent staff on these shifts receiving greater or less leave than colleagues on standard shifts. Please refer to your manager for the Annual Leave Policy.

During the current annual leave year, you will be entitled to the appropriate portion of the full annual leave entitlement on a pro-rata basis, taking into account the number of completed days of service ending on 31st March.

In the year of joining or leaving the Hywel Dda University Health Board, leave will be calculated proportionate to the completed service during the leave year.

You will also be entitled to paid bank holidays, pro rata where appropriate. When New Year's Day, Christmas Day or Boxing Day falls on a weekend, alternative days are usually designated as Bank Holidays.

For part time staff who were in post on 1 October 2004 and do not have their Bank (public) Holidays calculated on their hours of work, these arrangements will be protected until December 2009.

If your shift rota schedules you to work on a Bank Holiday, then you will be paid in accordance with Agenda for Change Terms and Conditions. You are required, if requested by your manager, to work such Bank Holidays as may be necessary.

There is no entitlement to holidays or holiday pay being carried forward to the next holiday year. You may apply in writing to carry over annual leave up to a maximum of 5 days (pro-rata for part time staff). This may be granted subject to the prior written agreement of your manager. Payment will not be made by the Hywel Dda University Health Board in lieu of unused holiday entitlement except on termination of employment.

If, on termination of your employment you have not taken your full entitlement to accrued holiday as calculated to the terminations date, you will receive the holiday pay in respect of the balance of your accrued entitlement.

If, upon termination of your employment, you have taken paid holiday in excess of your entitlement as calculated to the termination date, a deduction will be made from your final salary in respect of any overpayment of holidays.

18. SICKNESS

You have an obligation to inform your manager at the earliest possible time, and ideally before the start of your normal working day/shift, of any temporary absence due to sickness or otherwise so as to enable the Hywel Dda University Health Board to arrange emergency cover. You should also attempt to indicate the number of days you expect to be absent from work due to sickness.

Subject to you complying with the Hywel Dda University Health Board Sickness Absence Policy and statutory notification requirements (details of which can be obtained from your manager) relating to Statutory Sick Pay and Medical Certificates, you will be entitled to receive remuneration, inclusive of Statutory Sick Pay, as detailed in the Hywel Dda University Health Board Sickness and Absence Policy.

You will be required to complete a self certification form from the first day of sickness. If your absence continues beyond the seventh day, you will be required to submit a medical statement from your doctor. Further statements are required if the sickness continues beyond the period stated on the initial medical certificate.

The Hywel Dda University Health Board, in all but exceptional cases, will take this to mean that, in submitting a certificate, you are unfit for any work, unless a period of secondary employment has been deemed as therapeutic for recuperation purposes by the Hywel Dda University Health Board Occupational Health Department and your General Practitioner. In any event, you must notify your manager and obtain authorisation prior to undertaking any secondary employment even if suggested or agreed with your GP or Occupational Health Practitioner.

If you become aware that you or any member of your household is suffering from any infectious, contagious or notifiable disease, you should immediately notify your manager.

If you are found to be carrying out other employment during a period for which you have submitted a medical certificate, you will be presumed to have been fit for contractual duties, and to have proved that to be so, by the ability to carry out another job.

Such a claim for sick pay may be deemed to have been fraudulently made, and the submission of a medical certificate to have been an effective misrepresentation. Such a claim may result in disciplinary action being taken and may lead to a finding of gross misconduct justifying summary dismissal.

An employee on sick leave has a duty to facilitate their own recovery. Participation in activities which may delay or undermine their recuperation whilst on sick leave will be considered to be a serious disciplinary offence.

The payment of sick pay will be subject to you complying with the above provisions. Where eligible for occupational sick pay, entitlements will be paid in accordance with the Agenda for Change Terms and Conditions as follows:

Period of Service	Entitlement
During first year of service	1 month full pay/2 months half pay
During second year of service	2 months full pay/2 months half pay
During third year of service	4 months full pay/4 months half pay
During fourth and fifth years of service	5 months full pay/5 months half pay
After completing five years of service	6 months full pay/6 months half pay

Your employment may be terminated in accordance with the Hywel Dda University Health Board Sickness and Absence Policy where frequent or continued absences affect the efficiency of the service.

Sick pay is not normally payable for an absence caused by an accident due to active participation in sport as a professional, or where contributory negligence is proved.

In the course of your employment you may be referred by your manager to the Hywel Dda University Health Board Occupational Health Department for a medical opinion. In the event of a conflict of medical opinion, the Hywel Dda University Health Board may refer the matter to an independent specialist acting as an expert, and in so doing, you then consent to the disclosure of such information to the Hywel Dda University Health Board.

Should you be unable to attend work owing to an injury sustained wholly or partly as a result of the actions of a third party against whom you have made a claim, any payments made to you by the Hywel Dda University Health Board, e.g. pay, shall be recoverable. This does not apply to compensation awarded by the Criminal Injuries Compensation Board.

19. MEDICAL EXAMINATION

Your continued employment is subject to confirmation of your fitness for employment by the Hywel Dda University Health Board Occupational Health Department and you may be required to undergo a medical examination in order to confirm your continued fitness for employment.

20. GRIEVANCE POLICY

If you have a grievance in connection with your employment, you should normally notify your manager who will take such steps as necessary and who will follow the appropriate grievance procedure (available from your manager).

21. DISCIPLINARY POLICY

If, for any reason, your performance or behaviour is unsatisfactory, it will be necessary to manage these issues in accordance with the Hywel Dda University Health Board Disciplinary Policy and Procedure.

In the event of an act of 'gross misconduct' you may be liable to summary dismissal and may lose entitlement to notice or pay in lieu of notice. The Disciplinary Policy and Procedure makes reference to the person with the authority to terminate your employment for matters relating to conduct.

The Hywel Dda University Health Board reserves the right to suspend you on full pay in order to undertake an investigation into allegations of misconduct.

22. CONFIDENTIAL INFORMATION

You must, at all times, be aware of the importance of maintaining confidentiality and security of information gained by you during the course of your duties. This will, in many cases, include access to personal information relating to service users. You must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of Data Protection Legislation and organisational policy.

1. If unsure about the use or sharing of patient information, seek advice from the Hywel Dda University Health Board Caldicott Guardian.
2. Any breach of confidentiality may lead to disciplinary action and may be regarded as gross misconduct justifying summary dismissal.
3. The information you have provided during your application process has been used for recruitment purposes only. Following your successful appointment, all information held about you is only used for specific purposes in connection with your employment. For further information on how your data is used please refer to your organisational Staff Privacy Notice.

23. ORGANISATION PROPERTY/IDENTITY BADGE

On termination of your employment or, if so requested at any other time, you will be required to return any property, equipment, clothing, documentation or other property which belongs to the Hywel Dda University Health Board. Whilst in your use or possession, you will be responsible for preserving such property in good condition.

For security reasons, on termination of employment, it is essential that you return your identity badge to your manager.

24. STAFF ORGANISATIONS AND TRADE UNIONS

The Hywel Dda University Health Board is committed to working in partnership with trade unions and this means that the Hywel Dda University Health Board is committed to jointly resolving problems and joint decision making in partnership with the trade unions. The Hywel Dda University Health Board actively encourages you to join any trade union or professional body of your choice; subject to any rules for membership that organisation may apply. A list of recognised trade unions can be obtained from either the Human Resources Department or Chair of Staff Side. As the trade unions negotiate on your behalf, the Hywel Dda University Health Board would encourage you to become a member of a recognised trade union.

25. SECONDARY EMPLOYMENT

Throughout your employment with the Hywel Dda University Health Board you should not engage in any outside employment which adversely affects your ability to perform your work or which may involve the use of any confidential or commercially sensitive information obtained in the course of your employment with the Hywel Dda University Health Board.

If you wish to engage in secondary employment, you must first discuss and agree it with your manager. Permission will not be unreasonably withheld. This will ensure that your position in the Hywel Dda University Health Board is not compromised.

If you have, or obtain in the future, any financial contracting interest or relationship with another organisation, which may affect the Hywel Dda University Health Board policies or decisions, you must declare this to your manager in writing.

26. PROMOTING DIVERSITY

The Hywel Dda University Health Board is committed to promoting diversity in employment. It recognises that discrimination is unacceptable and that it is in the best interests of the organisation and the population it serves to utilise the skills of the total workforce. Failure to comply with or adhere to the Equal Opportunities Policy will be treated as misconduct under the Disciplinary Policy and Procedure, and may result in dismissal.

27. HARASSMENT/DIGNITY AT WORK

Harassment at work will not be acceptable in any form. Failure to comply with or adhere to the All Wales Dignity at Work Policy Guidance will be treated as misconduct under the Disciplinary Policy and Procedure, which may result in dismissal.

28. DISCOVERY AND INVENTIONS/OWNERSHIP OF INFORMATION

The Hywel Dda University Health Board wishes to stress that all information generated during the course of your employment is the property of the Hywel Dda University Health Board and remains so, irrespective of origin or authorship.

Subject to the provisions of the Patents Act 1977, any invention made by you in the course of your employment will belong to the Hywel Dda University Health Board and you are required to co-operate fully with the Hywel Dda University Health Board to enable it to protect the invention by letters, patent or otherwise howsoever.

29. NOTICE OF TERMINATION

The contractual notice you are required to give to Hywel Dda University Health Board and which you are entitled to receive, is as follows:

Bands 1-6	4 weeks
Bands 7	8 weeks
Bands 8 & 9	12 weeks

The notice provisions for Pay Bands 1-7 outlined above are the normal notice periods of notice. However, these provisions do not override the statutory notice requirements Hywel Dda University Health Board is required to provide employees. According to your length of service you may be entitled

to a greater period of notice and you will receive 1 week's notice for each completed year of service up to and including a maximum of 12 weeks' notice after 12 years of continuous employment.

The above refers to the notice periods you must give; however, this does not preclude individuals requesting an earlier release from their post. Such notice must be in writing and addressed to your manager.

If you leave without giving notice or leave without completing your notice period, without the permission of the Hywel Dda University Health Board, the Hywel Dda University Health Board reserves the right to deduct a day's pay for each day not worked during the notice period.

Note: This does not affect the right of either party to terminate the contract without notice by reason of the conduct of the other party.

The Hywel Dda University Health Board reserves the right to pay you salary in lieu of notice.

30. WHISTLEBLOWING POLICY (PUBLIC INTEREST DISCLOSURE ACT 1998)

If you ever have a concern that something untoward is happening at work and wish to report this to the Hywel Dda University Health Board in a confidential manner, please refer to the Whistle Blowing Policy, a copy of which is available from your manager or the Human Resources Department.

31. ALCOHOL, DRUG AND SUBSTANCE MISUSE

The Hywel Dda University Health Board has a policy on Alcohol, Drug and Substance Misuse. Staff will be required to observe the requirements of this policy which is available from either your manager or the Human Resources Department.

32. SMOKE FREE POLICY

Smoking is prohibited and you must adhere to the Hywel Dda University Health Board Smoke Free Policy at all times. A copy of this policy is available from your manager or the Human Resources Department.

33. LOSS OR DAMAGE TO PERSONAL BELONGINGS

No liability can be accepted for loss or damage to personal belongings.

34. NOTIFICATION OF CHANGES

You are required to notify your manager/Human Resources Department/Payroll Department, in writing, of any changes to your personal circumstances, for example, name, address, marital status, telephone number, bank or building society details, etc.

35. HEALTH AND SAFETY/RISK MANAGEMENT

The Health and Safety at Work etc. Act 1974 imposes requirements on both the employer and on employees. You can obtain a copy of the Hywel Dda University Health Board Health and Safety Policy via the Intranet or from your manager.

As an employee you have a duty to take reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work. Failure to comply with the Hywel Dda University Health Board Health & Safety Policies may lead to disciplinary action being taken against you which could result in dismissal.

The Hywel Dda University Health Board is committed to protecting its staff, patients, assets and reputation through an effective risk management process. You will be required to comply with the Hywel Dda University Health Board Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risk and reporting risks through management structures. To improve patient care, all health professionals providing clinical care must be involved in clinical audit.

36. INFECTION CONTROL

You are required to attend training and understand infection control issues as they pertain to your workplace, thus enabling you to properly discharge your professional responsibilities to patients other staff, visitors and yourself.

Acceptance

I hereby confirm that I accept this appointment on the terms and conditions set out above and contained in the Hywel Dda University Health Board Standards of Business Conduct. I have retained a copy of this statement for my own information.

NAME (BLOCK CAPITALS): PHILLIPA HAYES

SIGNED: P. Hayes

DATE: 5/04/2019

RHIF Y GWEITHIWR/ EMPLOYEE NUMBER	ENW'R GWEITHIWR/EMPLOYEE NAME	LLEOLIAD/LOCATION
27440713-3	MRS. PHILLIPA OLIVER	Glangwili General Hospital
ADRAN/DEPARTMENT	**TEITL Y SWYDD/JOB TITLE**	**DISGRIFIAD GRADDFA GYFLOG/PAYSCALE DESCRIPTION**
CAR GGH A&E 0056	Emergency Dept Assistant	Review Body Band 2

CYFLOG/SAL/WAGE	DYDDIAD YCHWANEGIAD/INC. DATE	ORIAU CONTRACT/CONTRACT HOURS	CYFLOG RHAN-AMSER/PT SAL/WAGE
17652.00	23 JUL 2019	30	14121.60

ENW'R SWYDDFA DRETH/TAX OFFICE NAME	CYFEIRNOD Y SWYDDFA DRETH/ TAX OFFICE REF.	COD TRETH/TAX CODE	RHIF YG/NI NUMBER
West Wales Area	615/WA36394	C1250L CUMUL	JN518447D

LWFANSAU TÂL (- = SWM DYNIADWY) PAY AND ALLOWANCES (- = MINUS AMOUNT)

DIGRIFIAD DESCRIPTION	GWEITHIWYD/ ENILLWYD WKD/EARNED	TALWYD/ DYLEDUS PAID/DUE	CYFRADD RATE	SWM AMOUNT
Basic Pay	130.36	130.36	9.0275	1176.80

GOSTYNGIADAU (R YN DANGOS AD-DALIAD)/DEDUCTIONS (R INDICATES REFUND)

DISGRIFIAD DESCRIPTION	SWM AMOUNT	BALANS A DROSGLWYDDIR/ BALANCE C/F
PAYE	13.60	
NI A	54.94	
NHS Pension 5.6%	65.90	

Balansau'r Flwyddyn Hyd Yma (Y Gyflogaeth Hon) Year To Date Balances (This Employment Only)

TÂLGROS GROSS PAY	1176.80	TÂL TRETHADWY TAXABLE PAY	1110.90	TÂL PENSIWN PENSIONABLE PAY	1176.80
LLYTHREN YG/ NI LETTER	A	TRETH A DALWYD TAX PAID	13.60	CYFNOD TRETH TAX PERIOD	1
TÂL YG NI PAY	1176.80	TÂL YG ARALL OTHER NI PAY		TÂL TRETHADWY PREVIOUS TAXABLE PAY	0.00
CYFR. YG NI CONTS	54.94	CYFR YG ERAILL OTHER NI CONTS		TRETH A DALWYD PREVIOUS TAX PAID	0.00
TÂL PENSYNIADWY PENSIONABLE PAY	1176.80			CYFR. PENSIWN PENSION CONTS	65.90
RHIF CYF. SD SD NUMBER	10408806			RHIF Y GWEITHIWR EMPLOYEE NO.	27440713

Crynodeb This Period Summary

TÂL PENSIWN PENSIONABLE PAY	1176.80	TÂL TRETHADWY TAXABLE PAY	1110.90
CYFNOD TRETH TAX PERIOD	1	TÂL DI-DRETH NON-TAXABLE PAY	0.00
AMLDER FREQUENCY	Monthly	CYFANSWM Y TÂL/TOTAL PAYMENTS	1176.80
DIWEDD Y CYFNOD PERIOD END	30 APR 2019	CYFANSWM DIDYNIADAU TOTAL DEDUCTIONS	134.44
DYDDIAD TALU PAY DATE	18 APR 2019	TÂL NET NET PAY	1042.36
DULL TALU PAY METHOD	BACS		

MESSAGES FROM EMPLOYER

Curriculum vitae

Curriculum vitae: Phillipa Hayes

Email address
pippa_hayes@icloud.com

Name:
Miss Phillipa Hayes

UK National Insurance number
JN518447D

Address:
24 cysgod yr ysgol
Gorslas
Llanelli
Carmarthenshire
SA14 7AX

Education & Professional Qualifications

Subject/Qualification	Place of study	Grade/Result	Year obtained
GCSE Maths	Queen Elizabeth High	B	2006
GCSE English Language	Queen Elizabeth High	C	2006
GCSE English Literature	Queen Elizabeth High	C	2006
GCSE Science Double Award.	Queen Elizabeth High	CC	2006
GCSE Welsh	Queen Elizabeth High	C	2006
GCSE Music	Queen Elizabeth High	A	2006
GCSE Geography	Queen Elizabeth High	C	2006
GCSE Design Technology	Queen Elizabeth High	C	2006
GCSE History	Queen Elizabeth High	C	2006
NVQ Level 2 Hairdressing	Coleg Sir Gar	Pass	2008
NVQ Level 3 Hairdressing	Coleg Sir Gar	Pass	2009

Employer name
Hywel da health board

Employer address
Accident and emergency department
Glangwili General Hospital
Dolgwili road
Carmarthen
SA31 2AF

Type of business
Hospital

Reporting to
Louise Peregrine

Contact number
01267 235151

Job titie
Health care support worker

Start Date
01/04/2019

Pay band
2

Job description

- Working in emergency department
- Caring for patience care
- Promoting dependence
- Keeping observations on a patient
- Filling out intentional rounding
- Keeping an eye on patients pressure areas
- Helping the registered nurse with patient duties

Empioyer name
Hywel da health board

Employer address
Nurse bank office
Hafern derwen
St David's park
Jobswell road
Carmarthen

Type of business
Health care
Reporting to (Job title)
Donna Major
Telephone
01267 239868
Your job title
Bank Health Care Support Worker
Start date
08/2018
Grade
2

Job description

- Working on different wards within Hywel da

- supporting nurses with their duties, caring for patients including washing
- feeding and reassuring.
- Keeping the ward tidy and fully stocked.
- Keeping up to date with paper work such as intentional rounding and news chart
- checking patients skin and taking blood pressures and other observations.

Employer name
Phillipa Hayes
Employer address
24 Cysgod Yr Ysgol
Gorslas
Llanelli
SA14 7AX

Type of business
Mobile Hairdresser
Telephone
07568605234

Your job title
Business owner
Start date
09/2016
End date
07/2018

Salary
19000

Reason for leaving (if applicable)
Wanting to change career path and head towards a medical profession.

Job description
- Running my own business
- Working with the public
- Answering messages and taking appointments
- Making sure my day runs to a specific timing and run as smoothly as possible
- Stock taking
- Caring for peoples needs
- Handling money
- Working Long hours
- Travelling by car in a timely and safe manner
- Working with peoples needs

Employer name
Sophie Williams

Employer address

Enigma Hair And Beauty
9a high street
Narberth
Pembrokeshire
SA67 7RR

Type of business
Hairdressers
Reporting to (Job title)
Manager
Telephone
01834 861580
Your job title
Senior Stylist
Start date
10/2010
End date
08/2016
Salary
16,500
Job description

- Working as part of a team
- Being a team leader
- opening and closing salon
- Handling and banking money
- Working with the Public
- Keeping to a timed column
- Helping other work colleagues out with problem solving and there column
- Keeping the salon clean and tidy

Employer name
Associated Health Care
Employer address
Associated Healthcare
Cross street
Whitland
SA34 0AB
Type of business
Community Care
Reporting to (Job title)
Senior Carer
Telephone
01994240226
Your job title
carer
Start date
08/2009

End date
10/2010
Salary
13,400
Reason for leaving (if applicable)

- Wanting to persue my hairdressing career which I feel is now fulfilled

Job description

- Travelling across the county
- Washing Clients
- Dressing Clients
- Moving and handling
- Changing beds for bedbound clients
- serving them food
- talking and having a conversation with clients
- Client Comfort
- following care plan
- Working as part of a team
- Working on my own initiative

Employer name
Renees By Carole
Employer address
19 Mansel Street
Carmarthen
SA31 1QX
Type of business
Hairdresser
Reporting to (Job title)
Manager
Telephone
01267237729
Your job title
stylist
Start date
10/2006
End date
08/2009
Job description

- Apprentice Hairdresser
- Helping other stylist keep on time
- Cleaning
- Taking bookings
- Meeting and greeting clients
- Washing Hair
- Stock ordering and taking Hair And Beauty

References
Previous Employer

enigma1990@hotmail.co.uk

Miss Sophie Williams

Former Manager

Enigma Hair and Beauty

9a High Street
Narberth
Pembrokshire
United Kingdom
SA67 7AR

Telephone
01834 861580

Mrs Donna Major

Manager

Hwyel da health board
Hafern derwen
St David's park
Jobswell road
Carmarthen
Carmarthenshire
United Kingdom
SA31 3HB

Telephone
01267 239868