



# Allied Health Services Support Worker Policy Landscape Annex



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[www.hee.nhs.uk](http://www.hee.nhs.uk)  
[hee.enquiries@nhs.net](mailto:hee.enquiries@nhs.net)  
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## **SWAP Annex**

Allied Health Services Support Worker Policy Landscape funded by Health Education England North Central and East London.

This annex is comprised of information that supplements the main report and provides background evidence for some of the assertions made. The contents are numbered and included in the order that they are first referenced in the study report.

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**A1 - HEENCEL AHP workforce**

<b>Sum of Contracted WTE</b>		
<b>Job Area</b>	<b>Band Group</b>	<b>Total</b>
<b>Art, Music, Drama Therapists</b>	Band 5 - 9	46.39
<b>Dietetics</b>	Band 2 - 4	37.78
	Band 5 - 9	329.25
<b>Occupational Therapy</b>	Band 2 - 4	179.84
	Band 5 - 9	897.77
<b>Orthopists</b>	Band 2 - 4	5.39
	Band 5 - 9	48.22
<b>Physiotherapy</b>	Band 2 - 4	200.60
	Band 5 - 9	1,235.32
<b>Podiatry</b>	Band 2 - 4	19.58
	Band 5 - 9	116.64
<b>Radiography - Diagnostic</b>	Band 2 - 4	18.80
	Band 5 - 9	967.21
<b>Radiography - Therapeutic</b>	Band 5 - 9	171.29
<b>Speech and Language Therapy</b>	Band 2 - 4	49.73
	Band 5 - 9	643.04
<b>Grand Total</b>		<b>4,966.85</b>

## SWAP Annex

<b>Sum of Contracted WTE</b>	
<b>Band Group</b>	<b>Total</b>
Band 2 - 4	511.72
Band 5 - 9	4,485.13
<b>Grand Total</b>	<b>4,996.85</b>

<b>LAS Pan-London</b>		
<b>Sum of Contracted WTE</b>		
<b>Job Area</b>	<b>Band Group</b>	<b>Total</b>
<b>Paramedic</b>	Band 5 - 9	1,916.37
<b>Technician</b>	Band 2 - 4	924.97
	Band 5 - 9	422.33
<b>Grand Total</b>		<b>3,263.667</b>

## **A2 - SWAP briefing paper**

Allied Health Enterprise  
Development Centre



**Health Education  
North Central and East London**

### **Allied Health Services Support Worker Policy Landscape**

#### **The SWAP project**

#### **Briefing Paper**

Health Education England North Central and East London (HEENCEL) has funded the Allied Health Enterprise Development Centre (AHEDC) to undertake a 12-month project (May 2015-April 2016) to develop a greater understanding of the way in which allied health services, based in North Central and East London, currently employ and deploy support workers.

There are a number of features to this project:

- Raising the awareness of the local Allied Health Professionals (AHPs) with regards to current support worker policy landscape.
- Mapping of the current support worker roles in services delivered by AHPs
- Identification of potential new roles for support workers and apprenticeships in these services
- Collating information about the current education, training and development opportunities for this workforce.

This project will be carried out in three HEENCEL Community Education Provider Network (CEPN) locations: one in North Central London (Barnet); one in South Central London (Tower Hamlets) and the other in North East (Barking and Dagenham, Havering and Redbridge).

The approach to collecting this information may differ per site but will include the following:

- Face to face discussion with AHP Leads and Education Leads
- Survey/questionnaire
- Workshops with team leaders/senior AHPs
- Focus groups with representative sample of existing support workers.

The project steering group is chaired by Gary Dakin, AHP Lead HEENCEL.

The project is being undertaken by

Professor Mary Lovegrove OBE  
[marylovegrove@alliedhealthsolutions.co.uk](mailto:marylovegrove@alliedhealthsolutions.co.uk)  
mob: 07715 620 020

June Davis  
[junedavis@alliedhealthsolutions.co.uk](mailto:junedavis@alliedhealthsolutions.co.uk)  
mob 07719 302 382

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**A3 - SWAP proforma**

**Name of the Trust:**

**Person providing this information:**

<b>Title e.g Rehabilitation Assistant or Imaging Support worker</b>	<b>Band the support workers are employed on</b>	<b>Number of WTE staff employed in this post</b>	<b>Line manager- name and profession</b>	<b>Site(s) the support workers work on</b>

**A4 - Department/ team the respondent works in by CEPN**

<b>CEPN</b>	<b>Clinical Department</b>	<b>Number of respondents</b>
Barking and Dagenham, Havering and Redbridge (42)	Diagnostic Imaging	9
	Dietetics	1
	Integrated Care	1
	Occupational Therapy	4
	Radiotherapy	1
	Rehabilitation	12
	Speech and Language Therapy	2
	Stroke Rehabilitation	1
	Therapy	11
Barnet (40)	Accelerated discharge Team	3
	Diagnostic Imaging	4
	Community Rehabilitation	4
	Community Respiratory Service	2
	Occupational Therapy	5
	Physiotherapy	4
	Podiatry	3
	Speech and Language Therapy	1
	Support and activities team	2
	Therapy	12
Tower Hamlets (53)	Diagnostic Imaging	13
	Dietetics	4
	Occupational Therapy	1
	Physiotherapy	2
	Rehabilitation	28
	Therapy	5
NHS (8)	Diagnostic Imaging	3
	Radiotherapy	1
	Therapy	4
<b>Total number of respondents</b>		<b>143</b>



**A5 - Focus Group briefing paper**

**The SWAP project**

**Support Worker Focus Groups Briefing and Questions**

Health Education North Central East London (HENCEL) has funded the Allied Health Enterprise Development Centre (AHEDC) to undertake a 12-month project (May 2015-April 2016) to develop a greater understanding of the way in which allied health services, based in North Central and East London, currently employ and deploy support workers.

There are a number of activities within this project, one of which is the important opportunity to meet with the support workers and to collate information about the current education, training and development opportunities for this important workforce.

If acceptable to those attending a focus group, the conversation will be recorded however all quotes will remain anonymous in the transcripts developed from the focus groups.

Each focus group will be no more than 1.5 hours in length.

**Focus group background questions**

1. Please give your job title and agenda for change band.
2. How long have you been in this role and what hours do you work?
3. What are your routine roles and responsibilities?
4. Do you get asked to undertake additional duties? If so please explain
5. What, if any, formal and/or informal education, training and continuing personal and professional development have you undertaken in your current role?
6. What, if any, supervision and/or mentorship do you receive in your role? And who do you receive this from?
7. Describe the skills and knowledge you have developed in your role?
8. Have you identified any gaps in your skills and knowledge that would help you to undertake your role? If so, what areas would you like development in?
9. What career opportunities do you think you have in your current role?

How would you describe your role to a friend or a person from another profession?

**A6 - SWAP Focus Groups- Allied Health Support Worker attendees by CEPN by role/job title**

CEPN	Main role/title		Number
Barking and Dagenham, Havering and Redbridge (27)	Dietetic Assistant	Community	2
		Paediatric community	
	Foot Care Assistant	Community	1
	Generic Therapy Assistant	Rapid Response Team	2
		Ward	
	Healthcare Assistant	Acute setting	1
	Occupational Therapy Assistant	Acute setting	2
	Occupational Therapy Support Worker	Community Child Development	1
	Occupational Therapy Technician	Elective Orthopaedics	1
	Physiotherapy Assistant	Stroke unit	1
	Podiatry Assistant	Community	2
	Rehabilitation Assistant	Acute setting (x2)	7
		Community	
		Medical ward	
		Neurosciences	
		Outpatient department	
	Stroke ward		
Speech and Language Therapy Assistant	Community	1	
Support Time Recovery Worker	Community Access and Assessment Team	2	
	Community		
Support Worker	Community Recovery Team	2	
	Maternity and Gynae ultrasound		
Trainee Assistant Practitioner in Radiotherapy		1	
Ultrasound Helper	Acute setting	1	
Barnet (43)	Assistant Practitioner	Diagnostic Imaging	3
		Diagnostic Imaging	
		Community Respiratory Team	
	Deputy Team Lead of the Accelerated Discharge Team		1
	Dietetic Assistant and Speech and Language Therapy assistant		1
	Generic Therapy Support Worker	Accelerated discharge	2
Acute setting			

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	Occupational Therapy Technical Instructor Level 2	Acute setting	1
	Physiotherapy Assistant	Medical Team	1
	Radiography Assistant		1
	Rehabilitation Assistant	Community Neuro	2
		Elderly Care	
	Support and Activity Worker in Mental Health		1
	Technical Instructor	Intermediate Care	4
		Community Stroke Care	
		Stroke Rehabilitation	
		Physiotherapy Community	
	Therapy Assistant	Dietetics and Speech and Language Therapy	12
		Fractured Neck of Femur	
		Hand Therapy and Plastic Surgery	
		Liver Transplant ward	
		MSK Inpatients and Outpatients	
		MSK Outpatients	
		MSK Outpatients	
		Oncology	
		Physiotherapy and Dietetics	
		Private Patients	
		Private Patients	
		Reablement	
	Therapy Support Worker	Accelerated Discharge Team	14
		Community Core Rehabilitation	
		Core rehabilitation	
		Core Rehabilitation	
		Core rehabilitation	
		Orthopaedic ward	
		Core rehabilitation	
		Core rehabilitation	
		Core rehabilitation	
		Inpatient Mental Health	
		Neuro Team and dietetic services on medical and surgical wards	
		Neurotherapy	
		Rapid response	
	Surgical and Respiratory Team		
Tower Hamlets (29)	Advanced Rehab Support Worker	Acute settings	2
		Orthopaedics	
	Assistant Practitioner in Imaging		1
	Dietetic Support Worker	Community	1

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	Imaging Assistant	3
	Occupational Therapy Assistant	Trauma and Orthopaedics 1
	Rehabilitation Support Worker	Acute setting
		Cardiac wards
		Community stroke and early supported discharge
		Core services
		Older People's Services
		Older People's Services
		Older People's Services
		Older People's Services
		Oncology
		Orthopaedics
		Respiratory care
		Surgical wards
	Surgical wards	
	Renal Dietetic Technical Instructor	1
	Support Worker in Occupational Therapy and Physiotherapy	Acute setting 1
	Therapy Assistant	Community 1
	Therapy Support Worker	Community
		Core services
		Respiratory Physiotherapy
		Respiratory Physiotherapy
	Ultrasound Imaging Assistant	1

**A7- Workshop briefing paper**

**Workshops for Allied Health Professionals who work with support workers in allied health services**

**Briefing paper**

**Background**

Health Education North Central and East London (HENCEL) has commissioned a project about Allied Health Support Workers. This project is being undertaken in three HENCEL CEPNs (Community Education Provider Networks): Barking and Dagenham, Havering and Redbridge; Barnet and Tower Hamlets.

The scope of this work is the support workers who are employed in services delivered by the 12 Allied Health Professionals (AHPs): Art Therapists, Drama Therapists, Dietitians, Music Therapists, Occupational Therapists, Orthoptists, Paramedics, Physiotherapists, Podiatrists, Prosthetists and Orthotists, Radiographers (Diagnostic and Therapeutic) and Speech and Language Therapists.

One aspect of this work is to raise the awareness and engagement of qualified staff working in Allied Health services with the new support worker policy landscape<sup>1,2</sup>. The workshops will also enable attendees to:

- Identify service needs in terms of role boundaries, career opportunities, new roles and training with regards to support workers across Allied Health services.
- Influence recommendations for the project report to HENCEL in May 2016.

The workshops will be an opportunity to:

- Consider the implications and opportunities for Allied Health services with regards to support workers.
- Identify current support worker roles in services, education, training and continuing personal and professional development undertaken by support workers in Allied Health services and what the career opportunities are for support workers in Allied Health services.
- Identify the opportunities for new roles for support workers in Allied Health services.

The workshops will be delivered by Professor Mary Lovegrove OBE, Director Allied Health Solutions.

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<sup>1</sup>[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/236212/Cavendish\\_Review.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/236212/Cavendish_Review.pdf)

<sup>2</sup> <http://www.nhsemployers.org/your-workforce/plan/education-and-training/care-certificate>

# A8 - AHP Workshop presentation



## SWAP Support Workers Allied Health Project

Professor Mary Lovegrove OBE

## Background



### Project aim:

To develop a greater understanding of the way in which allied health services, based in North Central and East London, currently employ and deploy support workers.

### Project activities:

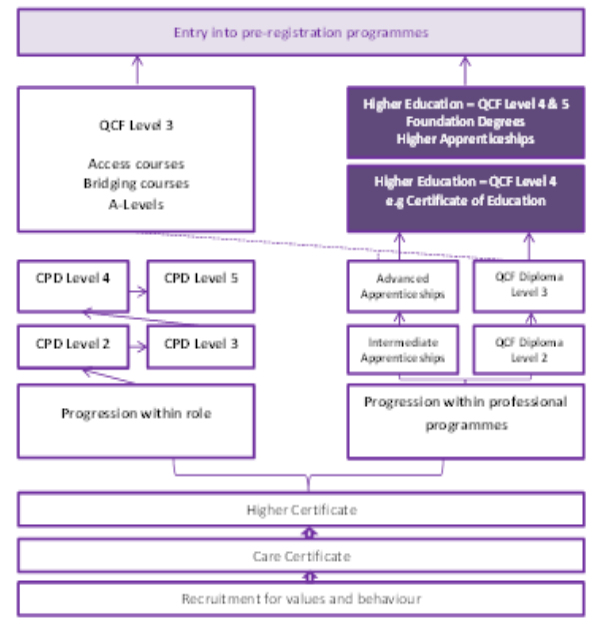
1. Raising the awareness of the local AHPs with regards to current support worker policy landscape (workshops).
2. Mapping of the current support worker roles in services delivered by AHPs (discussion with managers, workshops and survey).
3. Identification of potential new roles for support workers and apprenticeships in these services (discussion with managers, workshops).
4. Collating information about the current education, training and development for this workforce (discussion with managers, workshops, survey)



## Location

3 HENCEL CEPNs:

1. Barnet
2. Tower Hamlets
3. Barking and Dagenham, Havering and Redbridge



## Care Certificate Standards

1. Understanding your role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control



**A9 – Professional profile of those who attended the workshops**

CEPN	Main role/title	Number
Barking and Dagenham, Havering and Redbridge	Dietitian	1
	Occupational Therapist	9
	Physiotherapist	4
	Podiatrist	1
	Radiographer	4
	Speech and Language Therapy	1
Barnet	Generic Therapist	2
	Occupational Therapist	6
	Physiotherapist	10
	Radiographer	2
	Rehabilitation Lead	2
	Speech and Language Therapist	1
Tower Hamlets	Dietitian	3
	Generic Therapist	1
	Occupational Therapist	4
	Physiotherapist	7
	Radiographer	8

## A10 - Project findings workshop

SAVE THE  
DATE

  
Health Education England

# Allied Health Services Support Worker Policy Landscape Project (SWAP)

## Project findings workshop

Monday 16 May 13:30 - 16:00  
Chancellors Hall, Senate House  
Malet Street London WC1E 7HU  
**Lunch will be provided at 12.30pm**

### Workshop outcomes:

- A further understanding of the contribution that Allied Health Support Workers (AHSWs) make to patient care.
- The education and training needs of this workforce
- Identification of potential new roles for this workforce

### Background to the workshop

Health Education England commissioned Allied Health Solutions to undertake a Community Education Provider Network (CEPN) project across Barnet, Tower Hamlets and Barking, Havering and Redbridge. The project's aim was to develop a greater understanding of the way in which allied health services employ and deploy support workers, capturing the education and training they receive. This workshop will enable AHPs from these CEPNs and other key stakeholders to discuss the findings to inform the final report.

**Attendance at this workshop is by invitation only.**

Please confirm your attendance by 29 April 2016 to  
[noshin.khaja@ncel.hee.nhs.uk](mailto:noshin.khaja@ncel.hee.nhs.uk)

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**A11 - Project findings workshop agenda**

**Allied Health Services Support Worker Policy Landscape Project  
(SWAP) – Findings Event  
Monday 16<sup>th</sup> May 2016 12:30 – 16:00  
Senate House – Chancellors Hall**

Lunch will be provided at 12:30

<b>No.</b>	<b>Agenda</b>	<b>Time</b>	<b>Speaker</b>
<b>1.</b>	<b>Welcome and introduction from HEE NCEL</b>	<b>13:30</b>	<b>Sanjiv Ahluwalia Post Graduate Dean HEE NCEL</b>
<b>2.</b>	<b>HEE Professional Lead View</b>	<b>13:35</b>	<b>Gary Dakin</b>
<b>3.</b>	<b>Project Approach and Findings</b>	<b>13:45</b>	<b>Mary Lovegrove</b>
<b>Coffee break 15mins</b>			
<b>4</b>	<b>Group session-Shift and Share:</b> Table discussion based on SWAP findings to inform the final report	<b>14:25</b>	<b>All</b>
<b>5</b>	<b>Feedback from tables</b>	<b>15:20</b>	<b>Table leads</b>
<b>6</b>	<b>Networking</b>	<b>15:30</b>	

## A12 - Departments survey respondents work in

Department		Number of respondents
Therapy department (OT and PT) cluster	Therapies	30
	Integrated Therapies	14
	Therapies Older Peoples services	3
	Occupational Therapy	6
	Physiotherapy	7
	Physiotherapy and Occupational Therapy	4
	Speech and Language Therapy	3
	Oncology Therapy	2
	Cardiothoracic Therapy	1
	Respiratory Therapy	6
	Rehabilitation	13
	<b>Sub-Total</b>	<b>89</b>
Diagnostic Imaging cluster	Ultrasound	10
	Imaging	12
	Mammography	3
	CT	2
	MRI	1
	Nuclear Medicine	1
		<b>Sub-Total</b>
Dietetics		5
Podiatry		3
Orthopaedics		2
Radiotherapy		2
Clinical Support Services		4
Other departments	District Nursing	1
	Neurosurgery and Neurology	1
	Vascular	1
	AAU/HCOE	1
	Health care of the elderly and AAU	1
	torvat	1
	Falls Clinic	1
	Parkinson Unit	1
Crisis and Emergency	1	
<b>Total</b>		<b>143</b>

**A13 - Tasks undertaken by AHSWs**

Task theme	Number of times theme referenced	Examples
Clinical Assessment	34	Initial assessment
		Functional assessment
		Assisting with OT assessments e.g ADL/cognition
		Stair assessment
Administration	34	Administrative duties
Ordering equipment	28	Equipment stock for the department
		Equipment for the patient to use at home
		Ordering and fitting of equipment
Other equipment related tasks	24	Auditing equipment
		Assembling equipment
		Prescribing equipment
		Demonstrating equipment
Patient rehabilitation	22	Stroke rehabilitation
		Elective rehabilitation
		Group rehabilitation
		Home rehabilitation
Assisting patient to be independent	19	Home visits
		Home self-management programmes
		Home enteral feeding
Stock management	18	Stock taking
		Stock replenishment
Patient exercises	17	Patient exercise programmes
		Bed and chair exercises
		Exercises in patients home
		Balance exercises
Booking appointments	10	
Reception duties	9	Booking patients in for an appointment
		Telephone calls receiving/making
Discharge planning	8	
Record keeping	8	Electronic records
		Department statistics
Initial patient interviews	6	
Write up patient notes	5	
Chaperone	5	
Patient preparation	2	
Patient treatment plans	2	Carry out plans
		Complete plans

**A14 - Examples of clinical activities undertaken by therapy support workers**

Service	Clinical activities
Assertive Outreach Team	Day to day activities: Taking people shopping, helping with housework
	Help with accessing clubs, gyms
	Run exercise classes
	Support leisure activities such as cinema and bowling.
Community Mental Health and Support Time Recovery	Exposure health (encouraging people to get out and about)
	Run groups- bi-polar groups/ psychosocial groups
Community therapy	Assist with assessments
	Exercise programmes
Dietetics	Weight management adult sessions
Inpatient therapy-elderly care	Exercise programmes
Physiotherapy cardiac rehabilitation	Assist with stair assessment
Physiotherapy neuro	Interventions as prescribed by therapist
	Balance assessments as prescribed by therapist
	Kitchen assessment as prescribed by therapist
	Joint assessments with therapist
Physiotherapy orthopaedic	Undertake and sign off stair assessments
Podiatry	Annual assessments
	Assist with nail surgery
Rehabilitation inpatient	Home assessments
Rapid response	Initial assessment
	Functional assessment with a qualified therapist
	Wash and dress assessments
	Kitchen assessments
	Hand therapy

**A15 - Support Worker titles**

Title	Number of respondents
Rehabilitation Support Worker	26
Rehabilitation Assistant	17
Imaging Assistant	11
Therapy Support Worker	10
Generic Therapy Assistant	8
Technical Instructor	7
Support Worker	5
Therapy assistant	5
Advanced Rehabilitation Support Worker	4
Physiotherapy Assistant	3
Podiatry Assistant	3
Assistant practitioner	3
Dietetic Support Worker	3
ultrasound helper	2
Occupational Therapy Assistant	2
Occupational technical Instructor level 2	2
Respiratory Assistant Practitioner	2
Technical therapy instructor	1
Specialist Physiotherapy Assistant	1
Physio Technician	2
Dietetic Technical Instructor	1
Sonographers Assistant	1
ultrasound support worker	1
Occupational Therapy Technician	1
Clinical Support Worker	1
Radiology Assistant	1
Radiography Assistant	1
Radiology Support worker	1
Radiographic Departmental Assistant/clerical	1
Stroke rehabilitation assistant	1
Speech & Language Therapy Assistant	3
Team Lead, Accelerated Discharge Team	1
Deputy Team Lead - Accelerated Discharge Team	1
Support Worker Accelerated Discharge Team	1
Integrated Care Assistant	1
Assessment & Enablement Officer	1
Community Support Worker (Occupational Therapist)	1
AMHW	1
Support and Activity Worker	1
Trainee Assistant Practitioner	2
Aortic Aneurysm Screening Technician	1
Activities co-ordinator	1
Dietetic Assistant	1

**A16 – Range of job titles used by AHSWs**

Main role/title as stated by focus group attendee	Number
Advanced Rehab Support Worker	2
Assistant Practitioner	4
Deputy Team Lead of the Accelerated Discharge Team	1
Dietetic Assistant/Dietetic Support Worker	3
Dietetic Assistant and Speech and Language Therapy assistant	1
Foot Care Assistant	1
Healthcare Assistant	1
Imaging Assistant	3
Occupational Therapy Assistant/Support Worker	4
Occupational Therapy Technician/Technical Instructor	2
Physiotherapy Assistant	2
Podiatry Assistant	2
Radiography Assistant	1
Rehabilitation Assistant	8
Rehabilitation Support Worker	14
Renal Dietetic Technical Instructor	1
Speech and Language Therapy Assistant	1
Support and Activity Worker in Mental Health	1
Support Time Recovery Worker	2
Support Worker	3
Technical Instructor	4
Trainee Assistant Practitioner in Radiotherapy	1
Therapy Assistant	15
Therapy Support Worker	20
Ultrasound Assistant/Helper	2
<b>Total</b>	<b>99</b>

**A17 - Examples of degrees held by support workers**

Title of award	Number of respondents
BSc(Hons) Psychology	6
BSc (Hons) Sport and Exercise Rehabilitation	5
BSc Sports Therapy	1
BSc in Physical Therapy	1
BSc (Hons) Occupational therapy	1
BSc (Hons)Diagnostic Radiography	1
BA(Hons) in Performing Arts (Dance)	2
BSc(Hons) Human Nutrition	2
BSc Clinical sciences	1
BSc(Hons) Biological sciences	1
BA Social Sciences	1
BSc (Hons) Health Promotion	1
BA(Hons) Psychosocial studies	1
BA Sports Management	1
BA (hons) English Literature and Media Studies	1
BSc(Hons) Computer Games	1
BA Languages	2
Master in Public Administration Poland	1
Ba Hons Social and welfare studies	1
BA ED	1
FdSc Rehabilitation therapies	1
Currently studying for a BSc in Physiotherapy	1

**A18 - Examples of courses attended support workers**

Course		Number of respondents
Trusted Assessor (2 day)		5
Dementia Training		4
Dysphagia		1
Bobath for Healthcare Assistants		2
Smoking Cessation		2
Training stopped		1
Hydrotherapy		1
Clinical Audit		1
In service training for qualified staff		17
exercise in practice course university of Hertfordshire		1
Leadership and management in health and social care.		
Walking aids		2
falls and balance (gait analysis)		2
Stroke course		6
Communication and cognition		4
Food safety		2
Medical Terminology		2
Counselling		3
Prevention and Management of violence		2
Care -	NVQ	3
	Fundamentals of care	2
	Care Certificate	2
	Foot care	1
	Breast care	1
Record keeping/business and admin		2
Disability Hate Crime		1
Anatomy and Pathology		3
Fitness instructor		1
Participation in Rehab		3
Diploma/foundation degree		3
Cannulation and catheterisation		2



### A19 - Examples of education and training that would help the support workers

Education and Training that will help with job		Number of respondents
None		6
Not sure		3
Degree	Complete Honours	1
	Foundation Degree (one in employment law)	3
	BSc Radiography	3
	Physiotherapy	6
	Occupational Therapy	2
	Management of diabetes	1
	Nursing	2
	Professional training	2
	Social Work	1
Courses	Occupational Therapy	4
	Sonography	1
	Scanning, interpreting images	1
	Physiotherapy	3
	Nursing	4
	Upper Limb	1
	Anatomy/pathology	4
	Writing in patients notes	1
	Imaging	2
	Dementia	3
	Therapy Assistants specific course	5
	Cognitive Impairment	2
	Rehab techniques	2
	Orthopaedic	2
	Cannulate	1
	End of Life	1
	Exercise programs/ mobilising patients	3
	Care of the elderly	1
	Psychological support	1
	More Mandatory Training	
Something to progress my role		2
Medical Terminology course		2
NVQ /Diplomas for therapy assistants		4
More opportunity to discuss with senior AHPs		3
Any training would be good		3
Satisfied with the level of training		3

# Contact Us

**Director**

**June Davis**  
**07719 302382**  
**[Junedavis@alliedhealthsolutions.co.uk](mailto:Junedavis@alliedhealthsolutions.co.uk)**

**Director**

**Professor Mary Lovegrove OBE**  
**07715620020**  
**[Marylovegrove@alliedhealthsolutions.co.uk](mailto:Marylovegrove@alliedhealthsolutions.co.uk)**

