

---

## INTELLECTUAL OUTPUT 4:

*“New Training Curricula and Learning Materials for a new professional profile in Home Care Service for an Integrated Home Care for Elderly People with Chronic Diseases”*

---

### A1. GENERAL TRAINING CURRICULA.

---

*West College Scotland, November 2016.*

---



---

# *IO4-A1. GENERAL TRAINING CURRICULA.*

---

*Guidance on the Enhanced  
Home Care Worker  
Qualification.*

---

*West College Scotland, November 2016.*

---



Co-funded by the  
Erasmus+ Programme  
of the European Union

This project has been funded with support from the European Union. This publication reflects only the views of the author(s), and the National Agency and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Contents

1. Introduction to the new Enhanced Home care Worker Qualification
2. What is included in the Qualification?
3. What is the structure of the units?
4. What support will I get to complete the Qualification?
5. How will I be assessed?
6. How will I record my Evidence?
7. How long will it take to complete the Qualification?
8. Final comments
9. Appendix: Documents to Record Evidence and Exemplars

## 1. Introduction to the Enhanced Home Care Worker Qualification

Welcome! This section will provide you with information on the new European qualification for Home Care Workers, called the Enhanced Home Care Worker Qualification. This qualification has been developed because of an increasing demand for Home Care Workers who can respond to the changes and new challenges in Health and Social Care. More people are remaining in their own homes, but they may have debilitating chronic illnesses. This qualification is designed for Home Care Workers who are supporting people to remain in their own homes to live as fulfilling lives as possible.

## 2. What is included in the Qualification?

The Qualification consists of 4 units:

- Assisted Learning Technology for Homecare
- Effective Communication for Enhanced Home Care Workers
- Health Care For Enhance Home Care Workers
- Self-Development and the Enhanced Home Care Worker

To gain the full qualification, you need to complete all 4 units. You may however, just be interested in completing one, two or three units, but not complete the full qualification.

## 3. What is the structure of the units?

The units are designed in the same way. There are three sections to each unit:-

- An Introduction section
- A Knowledge and Understanding section
- Competences section

**The Introduction Section** is the front sheet attached to each unit and includes the following:-

- An explanation of the unit.
- A Glossary of terms used in the unit.
- The Health and Social Care Values that are expected to be shown in your evidence.
- The Evidence Gathering Methods you can use to show your knowledge/understanding and competence in the subject.

**The Knowledge and Understanding Section** details all the information you are required to show you understand. You may show your knowledge and understanding of the points through writing about your practice, through being observed in your practice or through answering verbal questions.

**The Competences Section** lists all the competences you are required to fulfil to achieve the unit. You are showing here that you are competent in various activities, which are part of the Home Care Worker role. You will also be showing that your practice reflects the Values mentioned in the Introduction section.

#### 4. What support will I get to complete the Qualification?

**Learning Support Packs:** Learning Support Packs are available for each unit. These packs include information on the subjects covered in the units. You may be very familiar with some of the topics, but not others, so the Learning Support Packs will be your guide and help you develop your knowledge, understanding and your practice.

**Mentor/Assessor Support:** Your employers should provide you with a mentor/assessor who will guide you through the process. They will also observe you in your practice and assess your knowledge and competence.

#### 5. How will I be assessed?

##### **Direct Observation of Practice**

Your Assessor will be directly observing you carry out some of the Competences. The Assessor will then summarise what you did and how you fulfilled the required Competence. If they think you also demonstrated some of the Knowledge and Understanding points then they will indicate that too. They may finish off their record by asking you some questions, which means you evidence some more Knowledge and Understanding points. Your Assessor may prefer that you write up an account of what you did and they confirm what was observed and what Competences and Knowledge points were covered.

### **Practice accounts**

Reflecting on your practice involves thinking about how you carried out an activity; why you approached it the way you did; how your professional values influenced your work; how you followed policy and procedures; how professional knowledge influenced your decisions and what skills you demonstrated or qualities you showed. You will be reflecting on your practice and how you fulfilled the competences listed. Your reflections will also cover some of the Knowledge points. The majority of your evidence for this qualification will be provided in the Practice Accounts.

### **Discussions and Question**

Professional discussions should take place with your Assessor. These discussions will focus on the Knowledge and/or Competence points. You will be showing you understand what your practice involves and why you took the approach you did in a situation or how you would deal with a particular situation. Your Mentor may ask you questions as part of the discussion, which will help fulfil Knowledge points. The discussion can be recorded and used as evidence or a summary of the discussion can be written up by yourself and your mentor confirms by signing the document.

### **Testimony of Key People**

Often your mentor isn't present during your work, but the Individual you are working for is, or Key People in their lives (family members, friends/neighbours). This is an opportunity for them to comment on your practice and so confirm you have completed a Competence point. This can be empowering for someone receiving care and involves the Key People. They should comment on what you did and sign the statement.

## 6. How will I record my evidence?

You will record your evidence in the recording sheets in the Appendix of this Guidance pack. Next to your account of your practice or other's comments, there are columns for you to enter what Competences and Knowledge/ Understanding points you are covering. There is also a **Tracking Sheet** for each unit where you confirm where the evidence for each Competence and Knowledge point can be found. That will enable your assessor to find the evidence you have provided. It is your responsibility to ensure the evidence of your work is clear and available.

## 7. How long will it take to complete the Qualification?

How long it takes will depend on a number of factors, such as how much time you have available, what time limits are set by your employer etc. Your employer will discuss with you the timescale expected to complete.

## 8. Final Comments

In a world where health and social care is changing and developing, we hope this new qualification will help you to meet the demands of these developments, enhance your practice and provide you with helpful information.

# Appendix:

## Evidence Recording Documents and Exemplars



## Enhanced Home Care Worker Qualification

## Discussion Record

**EHCW Name:**

Unit(s):

| Date: | Discussion Record                          | K | C |
|-------|--|---|---|
|       |  |   |   |
| Date: | Assessor Signature:<br><br>EHCW Signature: |   |   |

## Enhanced Home Care Worker Qualification

## Observation Record

**EHCW Name:**

Unit(s):

| Date  | Record of Activity                         | K | C |
|-------|--|---|---|
|       |  |   |   |
| Date: | Assessor Signature:<br><br>EHCW Signature: |   |   |

Enhanced Home Care Worker Qualification

## Practice Account

**EHCW Name:**

**Unit(s):**

| Date  | Practice Account   | Knowledge & Understanding | Competence |
|-------|--|---------------------------|------------|
|       |  |                           |            |
| Date: | Enhanced Care Worker Signature:<br><br>Assessor Signature: |                           |            |

Enhanced Home Care Worker Qualification

## Testimony of Key People

**EHCW Name:**

**Unit(s):**

| Date  | Account of Activity  | K | C |
|-------|--|---|---|
|       |  |   |   |
| Date: | Signature of Observer:<br><br>Enhanced Home Care Worker Signature: |   |   |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence   | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 1. Best knowledge of Cardiovascular disease (e.g. Hypertension, coronary heart disease, angina, heart attack, stroke, congenital heart disease). |      |      |     |       |
| 2. Basic Knowledge of Diabetes.  |      |      |     |       |
| 3. Basic knowledge of Osteoarticular Diseases (e.g. Arthritic and Arthrosis)   |      |      |     |       |
| 4. Basic knowledge of Cancers most prevalent in your country (breast, lung, prostate, oesophagus, stomach, bone etc.)                            |      |      |     |       |
| 5. Basic knowledge of Respiratory diseases (Obstructive Pulmonary Disease, Acute Bronchitis)   |      |      |     |       |
| 6. Basic knowledge of Dementia including Alzheimer's Disease.  |      |      |     |       |
| 7. Basic knowledge of other Neurological Disorders (Parkinson's Disease, Multiple Sclerosis, Neuro-infections, Traumatic Brain Injuries)         |      |      |     |       |
| 8. Basic knowledge of Mental Illness   |      |      |     |       |
| 9. Basic knowledge of Digestive Diseases (e.g. Crohn's disease, ulcerative colitis and cirrhosis)  |      |      |     |       |
| 10. Basic Human Anatomy and Physiology   |      |      |     |       |
| 11. Legislation and organisational procedures related to Health Care and Data Protection, including Personal Protection Equipment                |      |      |     |       |
| 12. Basic knowledge of Elimination and what Catheter Care consists of  |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence  | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 13. Why someone might need Tracheostomy Care and what it consists of.   |      |      |     |       |
| 14. Why someone might need Peg Tube Feeding and what it consists of   |      |      |     |       |
| 15. Why oxygen saturation measurements are important  |      |      |     |       |
| 16. Why someone might have a Stoma constructed and what Stoma Care consist of.  |      |      |     |       |
| 17. Basic knowledge of Eye Care, dental care and podiatry   |      |      |     |       |
| 18. Awareness of the signs and symptoms of someone's chronic condition deteriorating.   |      |      |     |       |
| 19. Why good hygiene practice is important  |      |      |     |       |
| 20. How to feed someone in a supportive way and what correct food hygiene preparation consist of  |      |      |     |       |
| 21. . What correct mobilisation consists of; the correct techniques, equipment to be used and how to ensure the Individual's comfort            |      |      |     |       |
| 22. What medicines individuals may need for common chronic health conditions and how these might be administered                                |      |      |     |       |
| 23. Why someone might need Skin and Pressure Area Care  |      |      |     |       |
| 24. The importance of Active and Passive Exercises for people who are very restricted mobility and what mobility and rehabilitation consists of |      |      |     |       |
| 25. Why it is important to provide the Individual with information on their health issue.   |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence  | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 26. What benefits are there to the individual being involved in the management of their health condition.               |      |      |     |       |
| 27. How to motivate and educate the Individual on self-management of their health care.                                 |      |      |     |       |
| 28. How to work in a supportive way with people under stress, e.g. the individual or Key People in their life           |      |      |     |       |
| 29. What good nutrition is and how it improves health   |      |      |     |       |
| 30. What is Health Promotion and how it can help prevent diseases and complications.                                    |      |      |     |       |
| 31. What having a Person Centred Approach to health care means specifically in practice                                 |      |      |     |       |
| 32. How chronic physical illness might have an impact on people's psychological and emotional wellbeing                 |      |      |     |       |
| 33. What Cognitive improvement strategies might be used to improve someone's wellbeing.                                 |      |      |     |       |
| 34. Strategies for supporting the individual who has Dementia   |      |      |     |       |
| 35. Advocacy Skills for advocating on behalf of the individual or Key People.   |      |      |     |       |
| 36. How to motivate, build confidence with the aim of increasing the Individual's involvement in their healthcare plan. |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part A  | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 1. How you used your knowledge of the Individual and their condition in order to advocate on their behalf in relation to healthcare decisions. |      |      |     |       |
| 2. Providing care for someone with a specific health condition in line with their care plan.   |      |      |     |       |
| 3. Advising or assisting the Individual with their eye care or dental care.  |      |      |     |       |
| 4. Advising or assisting the person with their podiatry and adhering to the limits of your role.   |      |      |     |       |
| 5. When you have detected new and progressive symptoms in the Individual and have communicated the symptoms to their Care Professional.        |      |      |     |       |
| 6. Work collaboratively with others and acting according to specialist advice.   |      |      |     |       |
| 7. Receiving and storing medications and products according to organisational policy   |      |      |     |       |
| 8. Identify when someone was a High Risk Person i.e. one with complications and 'at risk' of hospitalisation.                                  |      |      |     |       |
| 9. Identifying when someone's Stoma has become irritated, inflamed or causing pain and reporting it to their Care Professional                 |      |      |     |       |
| 10. Supporting someone who is receiving Peg Feeding by providing information or emotional support.   |      |      |     |       |
| 11. Monitoring and supporting an individual who is receiving Catheter Care by providing information and emotional support.                     |      |      |     |       |
| 12. A discussion of how to support an individual who needs Tracheostomy Care.  |      |      |     |       |



## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part A   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 13. Recording and reporting any deterioration in a person's condition to the relevant health professional in line with Data Protection legislation and Organisational Policy.                                 |      |      |     |       |
| 14. A discussion or demonstration of how you would measure Vital Signs of the Individual and contact the relevant health professional.  |      |      |     |       |
| 15. Monitoring Pressure Area Care then recording and reporting any deterioration in the Individual's condition to the appropriate health professional in line with Data Protection and Organisational Policy. |      |      |     |       |
| 16. Observing and monitoring the Individual's Wound Care and record and report any concerns to the relevant health professional in line with Data Protection and Organisational Policy.                       |      |      |     |       |
| 17. Monitoring the Individual's psychological wellbeing and reporting any deterioration in line with Data Protection legislation and organisational policy.   |      |      |     |       |
| 18. Supporting the Individual with Dementia in a creative or innovative way in line with their Care Plan.   |      |      |     |       |
| 19. Engage effectively with the individual in a discussion about how they can take some control of their health and create a plan together.   |      |      |     |       |
| 20. Increasing the autonomy and self-confidence of the individual in managing their illness through encouraging active involvement.   |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part B   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 1. Appropriate feeding of the Individual and ensured correct food hygiene and preparation.  |      |      |     |       |
| 2. Administering medication to the Individual. This can be by mouth, rectal or topical administrations. Identify possible contra-indications to the Individual's condition as a result of the medication administered and explain what action you would take.   |      |      |     |       |
| 3. Assisting the Individual with their eye care, or dental care.  |      |      |     |       |
| 4. Assisting the person in their podiatry care and adhering to the limits of your role.   |      |      |     |       |
| 5. When you have identified an Individual as being a high risk of hospitalisation due to complications in their condition and have taken appropriate action.  |      |      |     |       |
| 6. Catheter Care you have been involved in. You should include how you: <ul style="list-style-type: none"> <li>Used correct equipment/materials</li> <li>Ensured their comfort,</li> <li>Used correct techniques</li> <li>Followed infection prevention procedures</li> <li>Provided appropriate information and support</li> <li>Recorded and reported relevant information in line with Data Protection legislation and organisational policy.</li> </ul> |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part B   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| <p>7. Peg Tube Feeding you have been involved in. You should include how you:</p> <ul style="list-style-type: none"> <li>• Used correct equipment/materials</li> <li>• Ensured their comfort,</li> <li>• Used correct techniques</li> <li>• Provided appropriate information and support</li> <li>• Recorded and reported relevant information in line with Data Protection legislation and organisational policy.</li> </ul>   |      |      |     |       |
| <p>8. Stoma Care you have been involved in. You should include how you:</p> <ul style="list-style-type: none"> <li>• Used correct equipment/materials</li> <li>• Ensured their comfort,</li> <li>• Used correct techniques</li> <li>• Followed infection prevention procedures</li> <li>• Checked the skin for signs of irritation or inflammation</li> <li>• Provided appropriate information and support</li> <li>• Recorded and reported relevant information in line with Data Protection legislation and organisational policy.</li> </ul> |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part B  | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 9. Tracheostomy Care you have been involved in.<br>You should include how you: <ul style="list-style-type: none"> <li>• Used correct equipment/materials</li> <li>• Ensured their comfort,</li> <li>• Used correct techniques</li> <li>• Followed infection prevention procedures</li> <li>• Provided appropriate information and support</li> <li>• Recorded and reported relevant information in line with Data Protection legislation and organisational policy.</li> </ul> |      |      |     |       |
| 10. Oxygen saturation measurement and monitoring oxygen use. You should include how you:- <ul style="list-style-type: none"> <li>• Used the correct technique</li> <li>• ensured accuracy,</li> <li>• recorded and reported relevant information in line with Data Protection legislation and organisational policy</li> </ul>   |      |      |     |       |
| 11. Taking Physical measurements and monitoring of weight or fluid intake/output or urine from a drainage bag. Also include how you recorded the information in line with Data Protection legislation.   |      |      |     |       |
| 12. A discussion or demonstration of how you would measure Vital Signs of the Individual and contact the relevant health professional.   |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part B   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 13. Pressure Area Care and include how you:- <ul style="list-style-type: none"> <li>Used the correct equipment/materials</li> <li>Used the correct techniques &amp; followed agreed Risk Assessments</li> <li>ensured their comfort</li> <li>provided appropriate information and support</li> <li>Observed any signs of deterioration</li> <li>Recorded and reported relevant information in line with Data Protection legislation and organisational policy</li> </ul>                                      |      |      |     |       |
| 14. Wound Care and application of dressings. You should include how you:- <ul style="list-style-type: none"> <li>Used the correct equipment/materials</li> <li>Ensured their comfort,</li> <li>Used correct techniques</li> <li>Followed infection prevention procedures</li> <li>Provided appropriate information and support</li> <li>Observed any signs of deterioration</li> <li>Recorded and reported relevant information in line with Data Protection legislation and organisational policy</li> </ul> |      |      |     |       |

## TRACKING SHEET : Health Care for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences: Part B   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 15. Mobilising someone who is bedridden or supporting someone with general Mobility and Rehabilitation. You should include how you:- <ul style="list-style-type: none"> <li>Used the correct equipment/materials</li> <li>Used the correct techniques &amp; followed agreed Risk Assessments</li> <li>Ensured their comfort</li> <li>Provided appropriate information and support</li> <li>Observed any signs of deterioration</li> <li>Recorded and reported relevant information in line with Data Protection legislation and organisational policy.</li> </ul> |      |      |     |       |
| 16. Monitoring the Individual's psychological wellbeing and reporting any deterioration in line with Data Protection legislation and organisational policy.   |      |      |     |       |
| 17. Supporting the Individual with Dementia in a creative or innovative way in line with their Care Plan.   |      |      |     |       |
| 18. When you have detected new and progressive symptoms in the Individual and have communicated the symptoms to the appropriate health professionals.   |      |      |     |       |
| 19. Working collaboratively with others and acting according to specialist advice.  |      |      |     |       |
| 20. Increasing the autonomy and self-confidence of the individual in managing their illness through active involvement.   |      |      |     |       |
| 21. An example of how you used your knowledge of the Individual and their condition in order to advocate on their behalf in relation to healthcare decisions.   |      |      |     |       |

## TRACKING SHEET : Effective Communication for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence   | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 1. How to communicate effectively with individuals who have chronic health conditions. This includes, what is clear, jargon free communication and how to pitch it at the person's level of understanding. |      |      |     |       |
| 2. How certain health conditions can affect people's understanding and ability to communicate and how to take this into account in your communication.   |      |      |     |       |
| 3. What active, empathic listening consists of.  |      |      |     |       |
| 4. What the difference is between Open and Closed Questions and how to use them to enhance communication.  |      |      |     |       |
| 5. What the basic counselling skills of Reflecting of Feelings and Paraphrasing are. Also how these can be used to encourage someone to talk openly, express their feelings and encourage autonomy.        |      |      |     |       |
| 6. How to use effective communication skills to increase the Individual's self-confidence.   |      |      |     |       |
| 7. The stresses that Key People may experience in their support of the Individual  |      |      |     |       |
| 8. How to use good communication skills to defuse situations with the Individual or Key People when they express their concerns and anxieties in ways you find challenging.                                |      |      |     |       |
| 9. The skills of effective networking for the benefit of the Individual.   |      |      |     |       |
| 10. Why there is the need for clear, accurate and detailed information passed by the EHCW to other Care Professionals and Key People.  |      |      |     |       |

## TRACKING SHEET : Effective Communication for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence   | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 11. The challenges of clear effective communication by the EHCW, while also respecting confidentiality.  |      |      |     |       |
| 12. How to manage a situation where people have alternative or conflicting views by using good communication and inter-personal skills.            |      |      |     |       |
| 13. The importance of providing accurate information and resources.  |      |      |     |       |
| 14. The difference between being assertive and being aggressive.   |      |      |     |       |
| 15. How to sensitively, but assertively say 'No' when a request is beyond your role as an EHCW.  |      |      |     |       |
| 16. How to support the Individual, in an empowering way, to discuss their Wellbeing with Care Professionals or Key People.                         |      |      |     |       |
| 17. That, social relationships are essential for Health and Wellbeing and how to enable the Individual to maintain or develop these relationships. |      |      |     |       |
| 18. The importance of Health and Wellbeing information to empower and encourage self-management of the Individual's condition.                     |      |      |     |       |
| 19. The Communication skills needed for effective inter-disciplinary team working.   |      |      |     |       |
| 20. Relevant Legislation and Organisational Policies and Procedures related to Communication and Confidentiality of information.                   |      |      |     |       |



## TRACKING SHEET : Effective Communication for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 1. Communicating effectively with someone whose health condition has affected their ability to communicate.   |      |      |     |       |
| 2. Using Basic Counselling Skills to encourage the Individual to express their thoughts and feelings.   |      |      |     |       |
| 3. Using effective communication skills to develop the Individual's self-confidence.  |      |      |     |       |
| 4. Using Active Listening skills and Reflecting of Feelings with the Individual or Key People when they have been distressed or shown behaviour you found challenging.          |      |      |     |       |
| 5. Providing clear, detailed and accurate information to other Care Professionals or Key People to ensure quality care for the Individual.                                      |      |      |     |       |
| 6. Supporting the Individual, in an empowering way, to discuss their health and wellbeing with Care Professionals or Key People.  |      |      |     |       |
| 7. Advocating effectively on behalf of the Individual in healthcare decisions   |      |      |     |       |
| 8. Encouraging social relationships for the Individual.   |      |      |     |       |
| 9. Providing health promotion information to empower the Individual and encourage self-management of their health conditions.   |      |      |     |       |
| 10. Providing clear and accurate information and advice on resources, products and financial assistance to the Individual or Key People in their life.                          |      |      |     |       |
| 11. Managing alternative and conflicting views from the Key People in their life, members of the Multidisciplinary Care Team and how you focused on the Individual's wellbeing. |      |      |     |       |

## TRACKING SHEET : Effective Communication for Enhanced Home Care Workers

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 12. Effective networking with other professionals using good communication skills to provide a service for the Individual.                      |      |      |     |       |
| 13. Communicating effectively and linking the Individual or Key People in their life with resource providers.                                   |      |      |     |       |
| 14. When you have sensitively but assertively said 'No' to a request, which was out with the boundaries of your role as an EHCW.                |      |      |     |       |
| 15. Communicating effectively with others in the multi-disciplinary team over a contentious issue.  |      |      |     |       |
| 16. How you ensured the flow and exchange of information between the Individual, Key People in their life and the Care Providers went smoothly. |      |      |     |       |

## TRACKING SHEET : Assisted Living Technology for Home Care

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence   | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 1. How individuals and Key People in their lives can be empowered by the use of A.L. technology in the home.   |      |      |     |       |
| 2. What Ambient Assisted Living, Telehealth, Telecare and Telemedicine consist of and what is the difference between them.                               |      |      |     |       |
| 3. How the use of A.L. Technology can enhance communication between care professionals.  |      |      |     |       |
| 4. How A.L. Technologies can be used to enhance communication between the Individual and Health and Social Care Professionals.                           |      |      |     |       |
| 5. What digital tools are available for information gathering, processing and analysis.  |      |      |     |       |
| 6. Telecare: How teleassistance can be used to support people who live alone in case of emergency  |      |      |     |       |
| 7. Telecare: How A.L. Technology can be used to support people in need of cognitive stimulation.   |      |      |     |       |
| 8. Telecare : How the use of video phones can improve communication and reduce isolation.  |      |      |     |       |
| 9. Telecare: How A.L. Technologies can be used to reduce social isolation for the Individual by being a part of a Virtual Community.                     |      |      |     |       |
| 10. How actively engaging people in their disease management or wellness promotion through A.L. Technology is more likely to lead to a positive outcome. |      |      |     |       |
| 11. How Telehealth can be used to help the Individual manage their own health and wellbeing as well as provide information to Care Professionals.        |      |      |     |       |

## TRACKING SHEET : Assisted Living Technology for Home Care

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence  | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 12. Telemedicine: What a Telemonitoring System consists of and how it can support self-management of the individual's condition.                              |      |      |     |       |
| 13. Telemedicine: What telerehabilitation consists of and how it can support self-management of the individual's condition.                                   |      |      |     |       |
| 14. Telemedicine: How A.L. Technologies can help the Individual with their pharmacological treatments e.g. reminding them when medication is due to be taken. |      |      |     |       |
| 15. Robotic applications available which help reduce impairment and improve mobility.   |      |      |     |       |
| 16. What Smart Homes are and how Domotic Sensors in the home can reduce the need for hospital or residential care.  |      |      |     |       |
| 17. The importance of leaving the person with a 'warm' impression when they can't see you or hear your tone of voice in emails etc.                           |      |      |     |       |
| 18. The importance of ensuring the Individuals you work with have a sense of your presence even though they are communicating with you through technology.    |      |      |     |       |
| 19. Why being patient is very important when supporting someone with the use of technology.   |      |      |     |       |
| 20. Challenges and safety issues associated with A. L. Technology.  |      |      |     |       |
| 21. Legislation and Policies and Procedures related to A.L. Technology.   |      |      |     |       |

## TRACKING SHEET : Assisted Living Technology for Home Care

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences  | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 1. Assisting the Individual to use A.L. Technology in their home and how this has enhanced their wellbeing.                                |      |      |     |       |
| 2. How accessing additional technology could enhance further the Individual's wellbeing.   |      |      |     |       |
| 3. Conveying confidence to the Individual and Carers about the use of digital devices.   |      |      |     |       |
| 4. Using a Digital Tool, for information gathering, processing or analysis.  |      |      |     |       |
| 5. How you have used or could use Telehealth to support the Individual manage their own health and wellbeing.                              |      |      |     |       |
| 6. How you have used or could use Telecare to support the individual manage their own health and wellbeing                                 |      |      |     |       |
| 7. An email you have written to the Individual where you have conveyed 'warmth' and been supportive in your tone.                          |      |      |     |       |
| 8. When you have ensured the Individual has a clear sense of your presence even though they are communicating with you through technology. |      |      |     |       |
| 9. Being patient when supporting someone who is trying to learn how to use A.L. technology.  |      |      |     |       |
| 10. Using A.L. Technology to communicate with the Individual about their care.   |      |      |     |       |
| 11. Communicating effectively with other Care Professionals using A.L. Technology.   |      |      |     |       |
| 12. Using a Tele-assistance system or explaining how it could enable people to remain in their own homes.                                  |      |      |     |       |

## TRACKING SHEET : Assisted Living Technology for Home Care

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences  | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 13. Encouraging /could encourage the use of A.L. Technology to reduce social isolation.  |      |      |     |       |
| 14. Enabling/encouraging someone to be part of a Virtual Community and explain how this has improved/could improve their health and wellbeing.           |      |      |     |       |
| 15. Using A.L. Technology to support an Individual who would benefit from cognitive stimulation.   |      |      |     |       |
| 16. Supporting the Individual/how you could support the Individual to use A.L. Technology to encourage self-management of their health or wellbeing.     |      |      |     |       |
| 17. Using a telemonitoring system or explaining how it can support people with chronic illnesses in their own homes.                                     |      |      |     |       |
| 18. Using a Telerehabilitation system or explaining how it can support people with chronic diseases in their own homes.                                  |      |      |     |       |
| 19. Using a A.L. Technology to help the Individual with their pharmacological treatments   |      |      |     |       |
| 20. Demonstrating or describing how Robotic applications can help reduce impairment and improve mobility for individuals with chronic illnesses.         |      |      |     |       |
| 21. Explaining to the Individual or Carers what Smart Homes and Domotic Sensors are and how they do or could enable people to remain in their own homes. |      |      |     |       |
| 22. When, you or the Individual, have encountered some challenges in using A.L. Technology and how you overcame the challenge.                           |      |      |     |       |
| 23. Ensuring you applied Legislation and Organisational Procedures while using A.L. Technology   |      |      |     |       |

## TRACKING SHEET : Self-Development and the Enhanced Home Care Worker

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence   | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 1. How reflecting on your practice contributes to improved practice.   |      |      |     |       |
| 2. That sometimes there is a clash of values between your own and the Individual and how to sensitively and effectively manage this dilemma for their benefit.                         |      |      |     |       |
| 3. That the Individual can be the expert in understanding themselves, their needs and strengths and that a good home care worker will make use of that expertise to best support them. |      |      |     |       |
| 4. How reflecting on feedback from the Individual you are working with and others contributes to improved practice.  |      |      |     |       |
| 5. How reflecting on your practice and evaluating any risks correctly keeps you safe.  |      |      |     |       |
| 6. What is involved in efficient problem solving and decisions making.   |      |      |     |       |
| 7. Your role and the limitations of your role.   |      |      |     |       |
| 8. How to deal effectively with a situation where you are asked to do something beyond the boundaries of your role   |      |      |     |       |
| 9. How to deal effectively with excessive workload rather than just absorbing the extra work, which leads to stress.   |      |      |     |       |
| 10. The other members of the Interdisciplinary team you are a part of and what their roles are.  |      |      |     |       |
| 11. The knowledge and skills of good interdisciplinary team working.   |      |      |     |       |

## TRACKING SHEET : Self-Development and the Enhanced Home Care Worker

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Knowledge and Understanding Evidence   | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 12. How you evaluate your practice.  |      |      |     |       |
| 13. How you come across to others and the impact that has on their feelings.   |      |      |     |       |
| 14. The importance of managing your emotions in a professional way when experiencing a difficult situation such as resistance or a setback.  |      |      |     |       |
| 15. The advantages of being flexible in your approach.   |      |      |     |       |
| 16. How to manage conflict situations in an understanding and supportive way.  |      |      |     |       |
| 17. The advantages of practice-based learning to developing your knowledge and practice.   |      |      |     |       |
| 18. Why engaging in regular CPD activities are important, including activities with other professionals.   |      |      |     |       |
| 19. What CPD activities are available to you to enhance your practice.   |      |      |     |       |
| 20. How to plan development opportunities to meet your needs and to access these opportunities.  |      |      |     |       |
| 21. The legal and organisation responsibilities for accessing training and improving your knowledge and practice.  |      |      |     |       |
| 22. The need for good time management and prioritising the needs of the Individual when time is limited. The dilemma this can cause when you have organisational requirements to fulfil too. |      |      |     |       |
| 23. The role of supervision in developing your practice.   |      |      |     |       |



## TRACKING SHEET : Self-Development and the Enhanced Home Care Worker

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 1. Reflecting on your practice and showing how your professional values have influenced your decision making.   |      |      |     |       |
| 2. How you have viewed the Individual as the expert on their needs and strengths and how you have used that expertise to good effect.   |      |      |     |       |
| 3. How you managed the dilemma of your own values clashing with those of the Individual you are supporting. You should demonstrate how you were sensitive and non-judgemental in your approach. |      |      |     |       |
| 4. How you solved a problem; what influenced your approach and your evaluation of how the problem was dealt with.   |      |      |     |       |
| 5. Taking responsibility for your own learning and development.   |      |      |     |       |
| 6. How reflecting on your practice has changed your practice in relation to evaluating risks.   |      |      |     |       |
| 7. Researching a Chronic Health Condition and how this has helped improve the care you provide.   |      |      |     |       |
| 8. Demonstrating a new skill you have recently acquired.  |      |      |     |       |
| 9. How being clear about the role of another member of the interdisciplinary team has led to effective team working.  |      |      |     |       |
| 10. How being clear about your role and the limitations of your role has been beneficial.   |      |      |     |       |
| 11. How you have dealt effectively with a situation where you are asked to do something beyond the boundaries of your role.   |      |      |     |       |

## TRACKING SHEET : Self-Development and the Enhanced Home Care Worker

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences  | D.O. | P.A. | D&Q | T.K.P |
|--|------|------|-----|-------|
| 12. When your workload has become excessive and rather than absorbing the extra work you have passed it to those with managerial responsibilities above you.         |      |      |     |       |
| 13. How your inter-disciplinary team working has improved in light of developing a skill.  |      |      |     |       |
| 14. How your self-awareness has lead you/could lead you to change your practice in some way.   |      |      |     |       |
| 15. How you managed your emotions when dealing with a situation that was stressful or de-motivating.   |      |      |     |       |
| 16. Something you have learned through your work with the Individual or Key People and how it has informed or will inform your practice in the future.               |      |      |     |       |
| 17. How feedback from the Individual has led to you altering your practice or enhanced your knowledge.   |      |      |     |       |
| 18. How you have reflected on a conflict situation you have been involved in. What aspects of your approach worked well and what would you do differently next time? |      |      |     |       |
| 19. Gaps in your knowledge or skills and a plan of how to fill this gap.   |      |      |     |       |
| 20. Recent CPD activity you have participated in and demonstrate how it has informed your practice.  |      |      |     |       |
| 21. Reflecting on recent inter-disciplinary training you have participated in and evaluate or demonstrate how it has developed your practice.                        |      |      |     |       |
| 22. When you have managed your time effectively by prioritising your work to ensure that the Individual's need came first.   |      |      |     |       |

## TRACKING SHEET : Self-Development and the Enhanced Home Care Worker

### Enhanced Home Care Worker Name:

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences   | D.O. | P.A. | D&Q | T.K.P |
|---|------|------|-----|-------|
| 23. Demonstrate how feedback from supervision has led to increasing your understanding and developed your practice. |      |      |     |       |

## Enhanced Home Care Worker Qualification

### Practice Account **EXEMPLAR**

**EHCW Name:** Jane Smith

**Units:** Effective Communication for Enhanced Home Care Workers; Health Care For Enhanced Home Care Workers; Self-Development and the Enhanced Home Care Worker

| Date    | Practice Account   | Knowledge & Understanding  | Competence  |
|---------|--|--|---|
| 5/10/16 | <p>I was getting breakfast ready and talking with Mrs M this morning about the treatment options her doctor had discussed with her. She has had a stroke, which has left her with some paralysis. She recounted in detail what she had been told and then suddenly became very upset and tearful. I stopped what I was doing and sat down to listen to her and gave her the chance to talk it all out. She said she was really upset at being so dependent on people now and couldn't see any hope of getting better. I reflected back to her the feelings she seemed to be expressing through her body language and tone of voice. She came across as angry as well as upset. She was angry with life, God, the universe and herself. I gave Mrs M my full attention and listened to her without interrupting in order to encourage her to express her thoughts and feelings. I put into my own words what I thought she was saying and she began to cry. I didn't contradict her or judge her and let her talk and cry. She was also criticising herself for smoking all her life resulting in her current health issues. I showed empathy by reflecting back what I thought she was saying and feeling and let her know that we all sometimes behave in ways that are against our best interest.</p> <p>Once Mrs M had talked about what was upsetting her, I asked some open questions e.g. I asked 'How do you think you could make some improvement in your health with some help? Mrs M said she could reduce her cigarettes each day and could try a little walking. I pointed out that sounded like a great plan and I would help her to become more mobile, if she liked.</p> <p>She said she would like that and we decided to meet with her daughter and ask if she was also able to accompany her</p> | <p>ECFEHCW: 3, 4, 5, 6 &amp; 10.</p> <p>HCFEHC: 16</p> <p>SD&amp;TEHCW</p> | <p>ECFEHCW: 2,3, 4 and 12</p> <p>HCFEHC Part A 22</p> |

|                 |   |   |  |
|-----------------|---|---|--|
|                 | <p>on a short walk each day. I realised that if Mrs M could become involved in her care plan then she would feel less helpless and more in control. This in turn would help her feel less depressed about it all. She may also feel less guilty and motivated. When I left Mrs M she thanked me and said she felt much better.</p> <p>When I thought about it afterwards, I realised it was the correct thing to do to stop and just listen. I was tempted to advise her what to do, but didn't and instead helped her to say what she was feeling and helped her find a way of getting some control of the situation and her feelings about it all.</p> <p>When I left Mrs M, I contacted the community physiotherapist, with Mrs M's agreement, and asked if she could do a home visit and assist Mrs M to increase her mobility. I told her I thought it was really important for her emotional health to be able to take control of her situation and begin to see some improvement. Mrs M's was added to their list and expected she could be seen in two weeks.</p> | 7 |  |
| Date:<br>1/2/17 | Enhanced Care Worker Signature: John Day<br><br>Assessor Signature: Sue Jones   |   |  |

## TRACKING SHEET **Exemplar** :

### Health Care for Enhanced Home Care Workers

**Enhanced Home Care Worker Name:** Jane Knight

(D.O = Direct Observation; P.A.=Practice Account: D&Q=Discussion and Questions; TKP= Testimony of Key People)

| Competences  | D.O.         | P.A.        | D&Q         | T.K.P       |
|--|--------------|-------------|-------------|-------------|
| 1. How you used your knowledge of the Individual and their condition in order to advocate on their behalf in relation to healthcare decisions. | ✓<br>30/1/17 |             |             |             |
| 2. Providing care for someone with a specific chronic health condition in line with their care plan.   |              | ✓<br>1/2/17 |             |             |
| 3. Advising or Assisting the Individual with their eye care, or dental care.   | ✓<br>1/2/17  |             |             |             |
| 4. Advising or Assisting the person with their podiatry and adhering to the limits of your role.   |              | ✓<br>2/2/17 |             |             |
| 5. When you have detected new and progressive symptoms in the Individual and have communicated the symptoms to their Care Professionals.       |              |             |             | ✓<br>4/2/17 |
| 6. Working collaboratively with others and acting according to specialist advice.  |              |             |             | ✓<br>4/2/17 |
| 7. Receiving and storing medications and products according to organisational policy.  | ✓<br>6/2/17  |             |             |             |
| 8. Identifying when someone was a High Risk Person i.e. one with complications and 'at risk' of hospitalisation.                               |              | ✓<br>1/3/17 | ✓<br>1/3/17 |             |

---

# *I04-A1. GENERAL TRAINING CURRICULA.*

---

*Unit 1: Assisted Living  
Technology for Home Care.*

---

*West College Scotland, November 2016.*

---



Co-funded by the  
Erasmus+ Programme  
of the European Union

This project has been funded with support from the European Union. This publication reflects only the views of the author(s), and the National Agency and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Assisted Living Technology For Home Care

---

### Introduction to the Unit

This unit is part of the Enhanced Home Care Worker qualification. Advances in technology means that people living with chronic illnesses can live more independently at home. This unit concerns knowledge about resources and equipment that is available and how these can be used to empower these individuals.

### Glossary of Terms in the Unit:-

**A.L. Technology:** Assisted Living Technology

**The Individual:** the person being cared for in their own home.

**Key People:** the important people in the Individual's life e.g. family, friends or neighbours supporting them in a variety of ways.

**EHCW:** Enhanced Home Care Worker

**Care Professionals:** Any Health or Social Care Professionals, for example, Nurses, Doctors, Health Visitors, Social Workers, Home Care Managers, Physiotherapists, Occupational Therapists, Podiatrists, Counsellors, Psychiatrists and Psychologist.

**Mentor:** The person appointed to supervise you undertaking this qualification. This may be your Line Manager or other senior member of staff.



**Values:** In all the competencies you should be incorporating the values of:-

- A Person Centred/Family Centred Approach,
- Confidentiality and Privacy especially in relation to E technology.
- Respect for the person and their values, culture and religion
- Ensuring Dignity
- Promoting Autonomy
- Ensuring safety
- Promoting Equality and respecting diversity

**Level:** Since this is a qualification for Enhanced Home Care Workers, your examples should reflect greater knowledge and enhanced skills, than is required for lower level qualifications.

**Evidence Gathering Methods:** You will provide evidence of your knowledge, understanding and competence through:-

- **Practice Accounts:** These are written accounts whereby you reflect on your practice and show how you fulfilled the Competences. The Practice Accounts should also show evidence of the Knowledge and Understanding points. Practice Accounts will make up the majority of your evidence.
- **Observation by Care Professionals:** At least **four** example of your practice should be observed by your Line Manager/Appointed Mentor or a different Care Professional. They will write an account of how you fulfilled the Competences and may include evidence of the knowledge and understanding points too. They may also ask questions to enable you to fulfil some of the Knowledge and Understanding points.
- **Testimony by a Key Person:** One example of your practice may be observed by one of the Individual's Key People and an Account written by them, describing how you fulfilled one or more of the Competences.

- **Discussions and Questioning by your Mentor:** You will have a professional discussion with your mentor where you describe your practice, how you have dealt with a situation or would deal with it.

## Knowledge and Understanding

---

Different agencies and individuals will vary a great deal in their knowledge and access to A.L. Technology. You should show your knowledge of what is possible for the Individuals you are working with or how A.L. Technology could benefit them even though not provided at present.

You should cover knowledge and understanding in your practice of:-

1. How individuals and Key People in their lives can be empowered by the use of A.L. technology in the home.
2. What Ambient Assisted Living, Telehealth, Telecare and Telemedicine consist of and what is the difference between them.
3. How the use of A.L. Technology can enhance communication between care professionals.
4. How A.L. Technologies can be used to enhance communication between the Individual and Health and Social Care Professionals.
5. What digital tools are available for information gathering, processing and analysis.
6. Telecare: How teleassistance can be used to support people who live alone in case of emergency.
7. Telecare: How A.L. Technology can be used to support people in need of cognitive stimulation.
8. Telecare : How the use of video phones can improve communication and reduce isolation.
9. Telecare: How A.L. Technologies can be used to reduce social isolation for the Individual by being a part of a Virtual Community.

10. How actively engaging people in their disease management or wellness promotion through A.L. Technology is more likely to lead to a positive outcome.
11. How Telehealth can be used to help the Individual manage their own health and wellbeing as well as provide information to Care Professionals.
12. Telemedicine: What a Telemonitoring System consists of and how it can support self-management of the individual's condition.
13. Telemedicine: What telerehabilitation consists of and how it can support self-management of the individual's condition.
14. Telemedicine: How A.L. Technologies can help the Individual with their pharmacological treatments e.g. reminding them when medication is due to be taken.
15. Robotic applications available which help reduce impairment and improve mobility.
16. What Smart Homes are and how Domotic Sensors in the home can reduce the need for hospital or residential care.
17. The importance of leaving the person with a 'warm' impression when they can't see you or hear your tone of voice in emails etc.
18. The importance of ensuring the Individuals you work with have a sense of your presence even though they are communicating with you through technology.
19. Why being patient is very important when supporting someone with the use of technology.
20. Challenges and safety issues associated with A. L. Technology.
21. Legislation and Policies and Procedures related to A.L. Technology.

## Competences

---

### Provide an example of:

1. Assisting the Individual to use A.L. Technology in their home and how this has enhanced their wellbeing.
2. How accessing additional technology could enhance further the Individual's wellbeing.
3. Conveying confidence to the Individual and Carers about the use of digital devices.
4. Using a Digital Tool, for information gathering, processing or analysis.
5. How you have used or could use Telehealth to support the Individual manage their own health and wellbeing.
6. How you have used or could use Telecare to support the individual manage their own health and wellbeing
7. An email you have written to the Individual where you have conveyed 'warmth' and been supportive in your tone.
8. When you have ensured the Individual has a clear sense of your presence even though they are communicating with you through technology.
9. Being patient when supporting someone who is trying to learn how to use A.L. technology.
10. Using A.L. Technology to communicate with the Individual about their care.
11. Communicating effectively with other Care Professionals using A.L. Technology.

12. Using a Tele-assistance system or explaining how it could enable people to remain in their own homes.
13. Encouraging /could encourage the use of A.L. Technology to reduce social isolation.
14. Enabling/encouraging someone to be part of a Virtual Community and explain how this has improved/could improve their health and wellbeing.
15. Using A.L. Technology to support an Individual who would benefit from cognitive stimulation.
16. Supporting the Individual/how you could support the Individual to use A.L. Technology to encourage self-management of their health or wellbeing.
17. Using a telemonitoring system or explaining how it can support people with chronic illnesses in their own homes.
18. Using a Telerehabilitation system or explaining how it can support people with chronic diseases in their own homes.
19. Using a A.L. Technology to help the Individual with their pharmacological treatments
20. Demonstrating or describing how Robotic applications can help reduce impairment and improve mobility for individuals with chronic illnesses.
21. Explaining to the Individual or Carers what Smart Homes and Domotic Sensors are and how they do or could enable people to remain in their own homes.
22. When, you or the Individual, have encountered some challenges in using A.L. Technology and how you overcame the challenge.
23. Ensuring you applied Legislation and Organisational Procedures while using A.L. Technology.

---

# *IO4-A1. GENERAL TRAINING CURRICULA.*

---

*Unit 2: Effective  
Communication for Enhanced  
Home Care Workers.*

---

*West College Scotland, November 2016.*

---



Co-funded by the  
Erasmus+ Programme  
of the European Union

This project has been funded with support from the European Union. This publication reflects only the views of the author(s), and the National Agency and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Effective Communication for Enhanced Home Care Workers

---

### Introduction To The Unit

This unit concerns effective communication with the Individual you are assigned to work with plus other Care Professionals and Key People who are involved in their care.

### Glossary of Terms in the Unit:-

**The Individual:** the person being cared for in their own home.

**Key People:** the important people in the Individual's life e.g. family, friends or neighbours supporting them in a variety of ways.

**EHCW:** Enhanced Home Care Worker

**Basic Counselling Skills:** Active listening, conveying Empathy, Use of Open Questions, Reflecting of Feelings and Paraphrasing.

**Care Professionals:** Any Health or Social Care Professionals, for example, Nurses, Doctors, Health Visitors, Social Workers, Home Care Managers, Physiotherapists, Occupational Therapists, Podiatrists, Counsellors, Psychiatrists and Psychologist.

**Mentor:** The person appointed to supervise you undertaking this qualification. This may be your Line Manager or other senior member of staff.



**Values:** In all the competencies you should be incorporating the values of:-

- A Person Centred/Family Centred Approach,
- Confidentiality and Privacy especially in relation to E technology.
- Respect for the person and their values, culture and religion
- Ensuring Dignity
- Promoting Autonomy
- Ensuring safety
- Promoting Equality and respecting diversity

**Level:** Since this is a qualification for Enhanced Home Care Workers, your examples should reflect greater knowledge and enhanced skills, than is required for lower level qualifications.

**Evidence Gathering Methods:** You will provide evidence of your knowledge, understanding and competence through:-

- **Practice Accounts:** These are written accounts whereby you reflect on your practice and show how you fulfilled the Competences. The Practice Accounts should also show evidence of the Knowledge and Understanding points. Practice Accounts will make up the majority of your evidence.
- **Observation by Care Professionals:** At least **four** example of your practice should be observed by your Line Manager/Appointed Mentor or a different Care Professional. They will write an account of how you fulfilled the Competences and may include evidence of the knowledge and understanding points too. They may also ask questions to enable you to fulfil some of the Knowledge and Understanding points.
- **Testimony by a Key Person:** One example of your practice may be observed by one of the Individual's Key People and an Account written by them, describing how you fulfilled one or more of the Competences.
- **Discussions and Questioning by your Mentor:** You will have a professional discussion with your mentor where you describe your practice, how you have dealt with a situation or would deal with it.

## KNOWLEDGE AND UNDERSTANDING

---

You should show your knowledge and understanding of the following in your practice:-

1. How to communicate effectively with individuals who have chronic health conditions. This includes, what is clear, jargon free communication and how to pitch it at the person's level of understanding.
2. How certain health conditions can affect people's understanding and ability to communicate and how to take this into account in your communication.
3. What active, empathic listening consists of.
4. What the difference is between Open and Closed Questions and how to use them to enhance communication.
5. What the basic counselling skills of Reflecting of Feelings and Paraphrasing are. Also how these can be used to encourage someone to talk openly, express their feelings and encourage autonomy.
6. How to use effective communication skills to increase the Individual's self-confidence.
7. The stresses that Key People may experience in their support of the Individual.
8. How to use good communication skills to defuse situations with the Individual or Key People when they express their concerns and anxieties in ways you find challenging.
9. The skills of effective networking for the benefit of the Individual.
10. Why there is the need for clear, accurate and detailed information passed by the EHCW to other Care Professionals and Key People.

11. The challenges of clear effective communication by the EHCW, while also respecting confidentiality.
12. How to manage a situation where people have alternative or conflicting views by using good communication and inter-personal skills.
13. The importance of providing accurate information and resources.
14. The difference between being assertive and being aggressive .
15. How to sensitively, but assertively say 'No' when a request is beyond your role as an EHCW.
16. How to support the Individual, in an empowering way, to discuss their Wellbeing with Care Professionals or Key People.
17. That, social relationships are essential for Health and Wellbeing and how to enable the Individual to maintain or develop these relationships.
18. The importance of Health and Wellbeing information to empower and encourage self-management of the Individual's condition.
19. The Communication skills needed for effective inter-disciplinary team working.
20. Relevant Legislation and Organisational Policies and Procedures related to Communication and Confidentiality of information.

## COMPETENCIES

---

You should provide an example of:

1. **Communicating effectively with someone whose health condition has affected their ability to communicate.**
2. Using Basic Counselling Skills to encourage the Individual to express their thoughts and feelings.
3. Using effective communication skills to develop the Individual's self-confidence.
4. Using Active Listening skills and Reflecting of Feelings with the Individual or Key People when they have been distressed or shown behaviour you found challenging.
5. Providing clear, detailed and accurate information to other Care Professionals or Key People to ensure quality care for the Individual.
6. Supporting the Individual, in an empowering way, to discuss their health and wellbeing with Care Professionals or Key People.
7. Advocating effectively on behalf of the Individual in healthcare decisions
8. Encouraging social relationships for the Individual.
9. Providing health promotion information to empower the Individual and encourage self-management of their health conditions.
10. Providing clear and accurate information and advice on resources, products and financial assistance to the Individual or Key People in their life.

11. Managing alternative and conflicting views from the Key People in their life, members of the Multidisciplinary Care Team and how you focused on the Individual's wellbeing.
12. Effective networking with other professionals using good communication skills to provide a service for the Individual.
13. Communicating effectively and linking the Individual or Key People in their life with resource providers.
14. When you have sensitively but assertively said 'No' to a request, which was out with the boundaries of your role as an EHCW.
15. Communicating effectively with others in the multi-disciplinary team over a contentious issue.
16. How you ensured the flow and exchange of information between the Individual, Key People in their life and the Care Providers went smoothly.

---

# *IO4-A1. GENERAL TRAINING CURRICULA.*

---

*Unit 3: Health Care for  
Enhanced Home Care  
Workers.*

---

*West College Scotland, November 2016.*

---



Co-funded by the  
Erasmus+ Programme  
of the European Union

This project has been funded with support from the European Union. This publication reflects only the views of the author(s), and the National Agency and the Commission cannot be held responsible for any use which may be made of the information contained therein.



## Health Care For Enhanced Home Care Workers

---

### Introduction to the Unit

This unit is part of the Enhanced Home Carer qualification. It covers basic clinical care of people living at home who have chronic health conditions.

### Glossary of Terms in the Unit:-

**The Individual:** the person being cared for in their own home.

**Key People:** the important people in the Individual's life e.g. family, friends or neighbours supporting them in a variety of ways.

**EHCW:** Enhanced Home Care Worker

**Care Professionals:** Any Health or Social Care Professionals, for example, Nurses, Doctors, Health Visitors, Social Workers, Home care Managers, Physiotherapists, Occupational Therapists, Podiatrists, Counsellors, Psychiatrists and Psychologist.

**Mentor:** The person appointed to supervise you undertaking this qualification. This may be your Line Manger or other senior member of staff.

**Values:** In all the competencies you should be incorporating the values of:-

- A Person Centred/Family Centred Approach,
- Confidentiality and Privacy
- Respect for the person and their values, culture and religion
- Ensuring Dignity
- Promoting Autonomy
- Ensuring safety
- Promoting Equality and respecting diversity

**Level:** Since this is a qualification for Enhanced Home Care Workers, your examples should reflect wider knowledge and enhanced skills, than is required for lower level qualifications.

**Evidence Gathering Methods:** You will provide evidence of your knowledge, understanding and skills through:-

- **Practice Accounts:** These are written accounts whereby you reflect on your practice and show how you fulfilled the Competences. The Practice Accounts should also show evidence of the Knowledge and Understanding points. Practice Accounts will make up the majority of your evidence.
- **Observation by Care Professionals:** At least one example of your practice should be observed by your Line Manager/Appointed Mentor or a different Care Professional. They will write an account of how you fulfilled the Competences and may include evidence of the knowledge and understanding points too. They may also ask questions to enable you to fulfil some of the Knowledge and Understanding points.
- **Testimony by a Key Person:** One example of your practice may be observed by one of the Individual's Key People and an Account written by them, describing how you fulfilled one or more of the Competences.
- **Discussions and Questioning by your Mentor:** You will have a professional discussion with your mentor where you describe your practice, how you have dealt with a situation or would deal with it.



## KNOWLEDGE AND UNDERSTANDING

---

In this section, is detailed what you are expected to know and show understanding of in your practice.

You should show cover:-

1. Basic knowledge of Cardiovascular diseases (e.g. Hypertension, coronary heart disease, angina, heart attack, stroke, congenital heart disease).
2. Basic Knowledge of Diabetes.
3. Basic knowledge of Osteoarticular Diseases (e.g. Arthritis and Arthrosis)
4. Basic knowledge of Cancers most prevalent in your country (breast, lung, prostate, oesophagus, stomach, bone etc.)
5. Basic knowledge of Respiratory diseases (Obstructive Pulmonary Disease, Acute Bronchitis).
6. Basic knowledge of Dementia including Alzheimer's Disease.
7. Basic knowledge of other Neurological Disorders (Parkinson's Disease, Multiple Sclerosis, Neuro-infections, Traumatic Brain Injuries).
8. Basic knowledge of Mental Illness
9. Basic knowledge of Digestive Diseases (e.g. Crohn's disease, ulcerative colitis and cirrhosis).
10. Basic Human Anatomy and Physiology.
11. Legislation and organisational procedures related to Health Care and Data Protection, including Personal Protection Equipment
12. Basic knowledge of Elimination and what Catheter Care consists of.

13. Why someone might need Tracheostomy Care and what it consists of.
14. Why someone might need Peg Tube Feeding and what it consists of.
15. Why Oxygen saturation measurements are important.
16. Why someone might have a Stoma constructed and what Stoma Care consists of.
17. Basic knowledge of Eye Care, dental care and podiatry.
18. Awareness of the signs and symptoms of someone's chronic condition deteriorating.
19. Why good hygiene practice is important.
20. How to feed someone in a supportive way and what correct food hygiene preparation consist of.
21. What correct mobilisation consists of; the correct techniques, equipment to be used and how to ensure the Individual's comfort.
22. What medicines individuals may need for common chronic health conditions and how these might be administered.
23. Why someone might need Skin and Pressure Area Care.
24. The importance of Active and Passive Exercises for people who are very restricted mobility and what mobility and rehabilitation consists of.
25. Why it is important to provide the Individual with information on their health issue.
26. What benefits are there to the Individual being involved in the management of their health condition.
27. How to motivate and educate the Individual on self-management of their health care.

28. How to work in a supportive way with people under stress, e.g. the Individual or Key People in their life.
29. What good nutrition is and how it improves health.
30. What is Health Promotion and how it can help prevent diseases and complications.
31. What having a Person Centred Approach to health care means specifically in practice.
32. How chronic physical illness might have an impact on people's psychological and emotional wellbeing.
33. What Cognitive improvement strategies might be used to improve someone's Wellbeing.
34. Strategies for supporting the Individual who has Dementia.
35. Advocacy Skills for advocating on behalf of the Individual or Key People.
36. How to motivate, build confidence with the aim of increasing the Individual's involvement in their healthcare plan.

## Competences

---

The structure of this unit reflects the fact that Enhanced Home Carer Workers have different responsibilities depending on the organisation they work for. National and Organisational Policy and Procedures mean that some Enhanced Home Care Workers will have responsibility for medications and procedures while others won't. This section is therefore, divided into two parts in order to accommodate both. You should choose Part A **or** Part B depending on the roles and responsibilities of your job

### Part A

At least **four** competences need to be directly observed.

**Provide an example of:**

1. How you used your knowledge of the Individual and their condition in order to advocate on their behalf in relation to healthcare decisions.
2. Providing care for someone with a specific chronic health condition in line with their care plan.
3. Advising or Assisting the Individual with their eye care, or dental care.
4. Advising or Assisting the person with their podiatry and adhering to the limits of your role.
5. When you have detected new and progressive symptoms in the Individual and have communicated the symptoms to their Care Professionals.
6. Working collaboratively with others and acting according to specialist advice.
7. Receiving and storing medications and products according to organisational policy.

8. Identifying when someone was a High Risk Person i.e. one with complications and 'at risk' of hospitalisation.
9. Identifying when someone's Stoma has become irritated, inflamed or causing pain and reported it to their Care Professional.
10. Supporting someone who is receiving Peg Feeding by providing information or emotional support.
11. Monitoring and supporting an individual who is receiving Catheter Care by providing information and emotional support.
12. A discussion of how to support an individual who needs Tracheostomy Care.
13. Recording and reporting any deterioration in a person's condition to the relevant health professional in line with Data Protection legislation and Organisational Policy.
14. A discussion or demonstration of how you would measure Vital Signs of the Individual and contact the relevant health professional.
15. Monitoring Pressure Area Care then recording and reporting any deterioration in the Individual's condition to the appropriate health professional in line with Data Protection and Organisational Policy.
16. Observing and monitoring the Individual's Wound Care and record and report any concerns to the relevant health professional in line with Data Protection and Organisational Policy.
17. Monitoring the Individual's psychological wellbeing and reporting any deterioration in line with Data Protection legislation and organisational policy.
18. Supporting the Individual with Dementia in a creative or innovative way in line with their Care Plan.

19. Engage effectively with the Individual in a discussion about how they can take some control of their health and create a plan together.
20. Increasing the autonomy and self-confidence of the individual in managing their illness through encouraging active involvement.

## Part B

You will be carrying out the following competences. At **least 4** Competences must be directly observed by your mentor. For each example you should be following organisational policy and procedures.

### Provide An Example of:

1. Appropriate feeding of the Individual and ensured correct food hygiene and preparation.
2. Administering medication to the Individual. This can be by mouth, rectal or topical administrations. Identify possible contra-indications to the Individual's condition as a result of the medication administered and explain what action you would take.
3. Assisting the Individual with their eye care, or dental care.
4. Assisting the person in their podiatry care and adhering to the limits of your role.
5. When you have identified an Individual as being a high risk of hospitalisation due to complications in their condition and have taken appropriate action.
6. Catheter Care you have been involved in. You should include how you:
  - Used correct equipment/materials
  - Ensured their comfort,
  - Used correct techniques
  - Followed infection prevention procedures
  - Provided appropriate information and support
  - Recorded and reported relevant information in line with Data Protection legislation and organisational policy.
7. Peg Tube Feeding you have been involved in. You should include how you:
  - Used correct equipment/materials
  - Ensured their comfort,
  - Used correct techniques

- Provided appropriate information and support
  - Recorded and reported relevant information in line with Data Protection legislation and organisational policy.
8. Stoma Care you have been involved in. You should include how you:
- Used correct equipment/materials
  - Ensured their comfort,
  - Used correct techniques
  - Followed infection prevention procedures
  - Checked the skin for signs of irritation or inflammation
  - Provided appropriate information and support
  - Recorded and reported relevant information in line with Data Protection legislation and organisational policy.
9. Tracheostomy Care you have been involved in. You should include how you:
- Used correct equipment/materials
  - Ensured their comfort,
  - Used correct techniques
  - Followed infection prevention procedures
  - Provided appropriate information and support
  - Recorded and reported relevant information in line with Data Protection legislation and organisational policy.
10. Oxygen saturation measurement and monitoring oxygen use. You should include how you:-
- Used the correct technique
  - ensured accuracy,
  - recorded and reported relevant information in line with Data Protection legislation and organisational policy
11. Taking Physical measurements and monitoring of weight or fluid intake/output or urine from a drainage bag. Also include how you recorded the information in line with Data Protection legislation.
12. A discussion or demonstration of how you would measure Vital Signs of the Individual and contact the relevant health professional.



13. Pressure Area Care and include how you:-

- Used the correct equipment/materials
- Used the correct techniques & followed agreed Risk Assessments
- ensured their comfort
- provided appropriate information and support
- Observed any signs of deterioration
- Recorded and reported relevant information in line with Data Protection legislation and organisational policy

14. Wound Care and application of dressings. You should include how you:-

- Used the correct equipment/materials
- Ensured their comfort,
- Used correct techniques
- Followed infection prevention procedures
- Provided appropriate information and support
- Observed any signs of deterioration
- Recorded and reported relevant information in line with Data Protection legislation and organisational policy

15. Mobilising someone who is bedridden or supporting someone with general Mobility and Rehabilitation. You should include how you:-

- Used the correct equipment/materials
- Used the correct techniques & followed agreed Risk Assessments
- Ensured their comfort
- Provided appropriate information and support
- Observed any signs of deterioration
- Recorded and reported relevant information in line with Data Protection legislation and organisational policy.

16. Monitoring the Individual's psychological wellbeing and reporting any deterioration in line with Data Protection legislation and organisational policy.

17. Supporting the Individual with Dementia in a creative or innovative way in line with their Care Plan.

18. When you have detected new and progressive symptoms in the Individual and have communicated the symptoms to the appropriate health professionals.
19. Working collaboratively with others and acting according to specialist advice.
20. Increasing the autonomy and self-confidence of the individual in managing their illness through active involvement.
21. An example of how you used your knowledge of the Individual and their condition in order to advocate on their behalf in relation to healthcare decisions.

---

# *IO4-A1. GENERAL TRAINING CURRICULA.*

---

*Unit 4: Self-Development and  
the Enhanced Home Care  
Worker.*

---

*West College Scotland, November 2016.*

---



Co-funded by the  
Erasmus+ Programme  
of the European Union

This project has been funded with support from the European Union. This publication reflects only the views of the author(s), and the National Agency and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Self-Development and the Enhanced Home Care Worker

---

### Introduction to the Unit

This unit is part of the Enhanced Home Care Worker qualification. It refers to your professional and personal development in your role as an Enhanced Home Care Worker.

### Glossary of Terms in the Unit:-

**CPD:** continuing professional development

**The Individual:** the person being cared for in their own home.

**Key People:** the important people in the Individual's life e.g. family, friends or neighbours supporting them in a variety of ways.

**EHCW:** Enhanced Home Care Worker

**Care Professionals:** Any Health or Social Care Professionals, for example, Nurses, Doctors, Health Visitors, Social Workers, Home Care Managers, Physiotherapists, Occupational Therapists, Podiatrists, Counsellors, Psychiatrists and Psychologist.

**Mentor:** The person appointed to supervise you undertaking this qualification. This may be your Line Manager or other senior member of staff.

**Values:** In all the competencies you should be incorporating the values of:-

- A Person Centred/Family Centred Approach,
- Confidentiality and Privacy
- Respect for the person and their values, culture and religion
- Ensuring Dignity
- Promoting Autonomy
- Ensuring safety
- Promoting Equality and respecting diversity

**Level:** Since this is a qualification for Enhanced Home Care Workers, your examples should reflect greater knowledge and enhanced skills, than is required for lower level qualifications.

**Evidence Gathering Methods:** You will provide evidence of your knowledge, understanding and competence through:-

- **Practice Accounts:** These are written accounts whereby you reflect on your practice and show how you fulfilled the Competences. The Practice Accounts should also show evidence of the Knowledge and Understanding points. Practice Accounts will make up the majority of your evidence.
- **Observation by Care Professionals:** At least **four** example of your practice should be observed by your Line Manager/Appointed Mentor or a different Care Professional. They will write an account of how you fulfilled the Competences and may include evidence of the knowledge and understanding points too. They may also ask questions to enable you to fulfil some of the Knowledge and Understanding points.
- **Testimony by a Key Person:** One example of your practice may be observed by one of the Individual's Key People and an Account written by them, describing how you fulfilled one or more of the Competences.
- **Discussions and Questioning by your Mentor:** You will have a professional discussion with your mentor where you describe your practice, how you have dealt with a situation or would deal with it.

## KNOWLEDGE AND UNDERSTANDING

---

You should show your knowledge and understanding of the following in your practice:-

1. How reflecting on your practice contributes to improved practice.
2. That sometimes there is a clash of values between your own and the Individual and how to sensitively and effectively manage this dilemma for their benefit.
3. That the Individual can be the expert in understanding themselves, their needs and strengths and that a good home care worker will make use of that expertise to best support them.
4. How reflecting on feedback from the Individual you are working with and others contributes to improved practice.
5. How reflecting on your practice and evaluating any risks correctly keeps you safe.
6. What is involved in efficient problem solving and decisions making.
7. Your role and the limitations of your role.
8. How to deal effectively with a situation where you are asked to do something beyond the boundaries of your role.
9. How to deal effectively with excessive workload rather than just absorbing the extra work, which leads to stress.
10. The other members of the Interdisciplinary team you are a part of and what their roles are.
11. The knowledge and skills of good interdisciplinary team working.

12. How you evaluate your practice.
13. How you come across to others and the impact that has on their feelings.
14. The importance of managing your emotions in a professional way when experiencing a difficult situation such as resistance or a setback.
15. The advantages of being flexible in your approach.
16. How to manage conflict situations in an understanding and supportive way.
17. The advantages of practice-based learning to developing your knowledge and practice.
18. Why engaging in regular CPD activities are important, including activities with other professionals.
19. What CPD activities are available to you to enhance your practice.
20. How to plan development opportunities to meet your needs and to access these opportunities.
21. The legal and organisation responsibilities for accessing training and improving your knowledge and practice.
22. The need for good time management and prioritising the needs of the Individual when time is limited. The dilemma this can cause when you have organisational requirements to fulfil too.
23. The role of supervision in developing your practice.

## COMPETENCIES

---

### Provide an example of:

1. Reflecting on your practice and showing how your professional values have influenced your decision making.
2. How you have viewed the Individual as the expert on their needs and strengths and how you have used that expertise to good effect.
3. How you managed the dilemma of your own values clashing with those of the Individual you are supporting. You should demonstrate how you were sensitive and non-judgemental in your approach.
4. How you solved a problem; what influenced your approach and your evaluation of how the problem was dealt with.
5. Taking responsibility for your own learning and development.
6. How reflecting on your practice has changed your practice in relation to evaluating risks.
7. Researching a Chronic Health Condition and how this has helped improve the care you provide.
8. Demonstrating a new skill you have recently acquired.
9. How being clear about the role of another member of the interdisciplinary team has led to effective team working.
10. How being clear about your role and the limitations of your role has been beneficial.
11. How you have dealt effectively with a situation where you are asked to do something beyond the boundaries of your role.



12. When your workload has become excessive and rather than absorbing the extra work you have passed it to those with managerial responsibilities above you.
13. How your inter-disciplinary team working has improved in light of developing a skill.
14. How your self-awareness has lead you/could lead you to change your practice in some way.
15. How you managed your emotions when dealing with a situation that was stressful or de-motivating.
16. Something you have learned through your work with the Individual or Key People and how it has informed or will inform your practice in the future.
17. How feedback from the Individual has led to you altering your practice or enhanced your knowledge.
18. How you have reflected on a conflict situation you have been involved in. What aspects of your approach worked well and what would you do differently next time?
19. Gaps in your knowledge or skills and a plan of how to fill this gap.
20. Recent CPD activity you have participated in and demonstrate how it has informed your practice.
21. Reflecting on recent inter-disciplinary training you have participated in and evaluate or demonstrate how it has developed your practice.
22. When you have managed your time effectively by prioritising your work to ensure that the Individual's need came first.
23. Demonstrate how feedback from supervision has led to increasing your understanding and developed your practice.