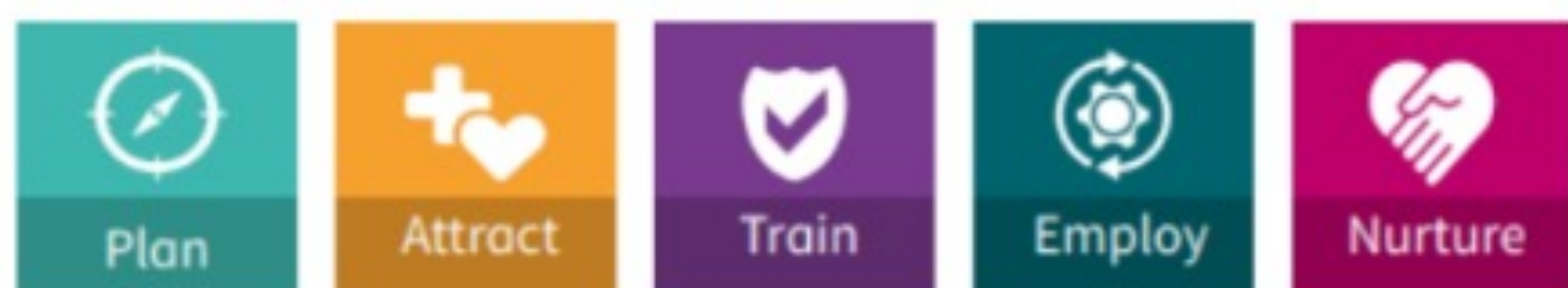


Introduction

Between 2022 and 2023, the Widening Access Team at NHS Education Scotland (NES) planned and launched a pilot scheme in collaboration with NHS Grampian to explore the potential for a new role of Facilities Quality & Compliance Educator.

This was to offer a new career pathway for facilities workforce that didn't previously exist; and to meet the education needs of the current and future Facilities Support Workforce. The National Workforce Strategy pillars were used as the foundation for the pilot model, with a particular focus on Attract, Train and Employ to develop the existing NHS Scotland Support Workforce.

The Five Pillars of the Workforce



Method

The pilot used quality Improvement methodology embedding the new role within a Facilities team.

The new role ran as a test of change to create a new career pathway and provide support for the Domestic Services Team across NHS Grampian.

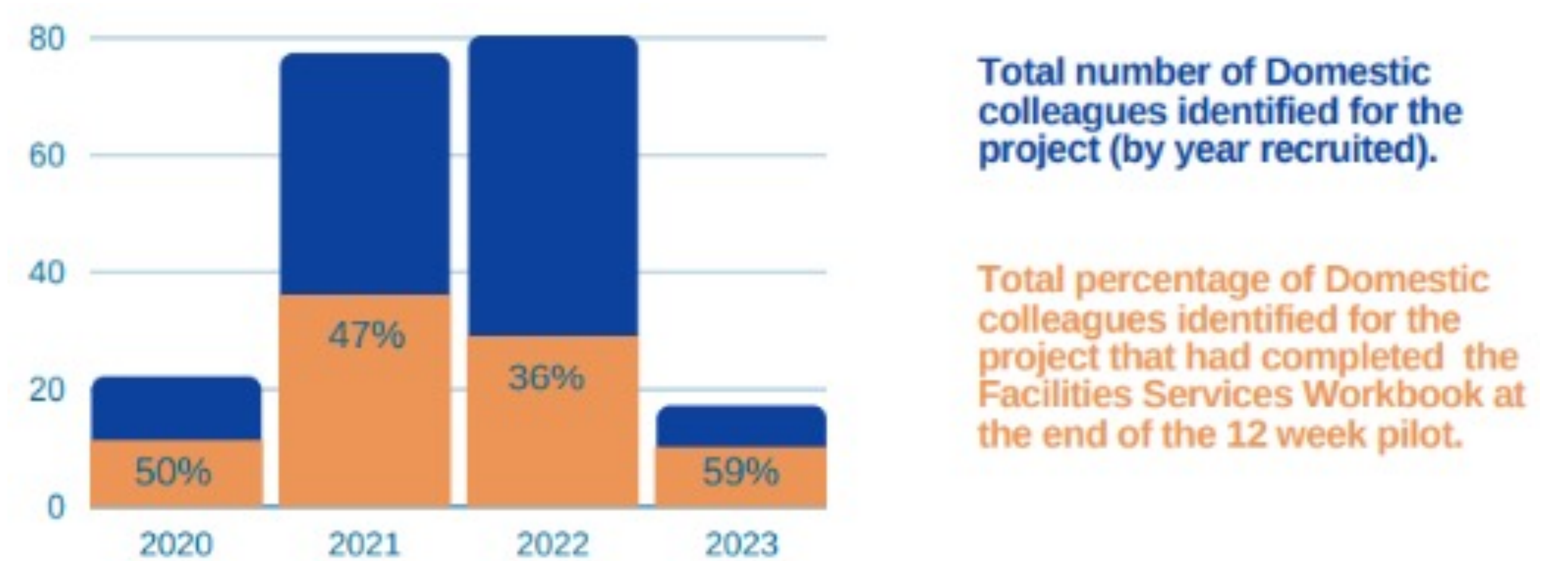


The two Facilities Quality and Compliance Educators recruited, created access for domestic support staff from the point of staff induction; enabling new and existing domestic assistants the opportunity to complete the Facilities Services Workbook. The workbook has been designed for staff working in Soft Facilities Services to support and demonstrate the required evidence to achieve the Healthcare Support Worker (HCSW) Mandatory Induction Standards and adhere to the HCSW Codes of Conduct.

Results



Due to the short duration of the pilot, the educators focused on running one project over 12 weeks. The aim was to develop a model to embed the Facilities Services Workbook into the Domestic Services Team; and provide education sessions on the workbook, associated Codes of Conduct and Mandatory Induction Standards for the Support Workforce. The project focused on 196 identified domestic staff recruited between 2020 and 2023 (excluding service leavers.)



Conclusion & Recommendations

This opportunity has the potential to provide further positive changes in the development of the support workforce career pathways, and to raise the profile of employees within the support workforce.

Testing a similar role within another service area, in collaboration with another NHSS Board, would provide the basis for clearer career pathway development within Facilities Services.

Contact:

beverly.wilson@nhs.scot laura.christie@nhs.scot
allison.hall@nhs.scot