

The Training Model for PAs in Nene CCG

Nene CCG have been focused for some time on the need to develop training opportunities for Personal Assistants (PAs) in order to ensure that the care they deliver to Personal Health Budget Holders (PHBs) is of a consistently high quality and meets best clinical practice.

During 2015/2016 Nene CCG has been supported by NHS England and Skills for Health to develop a model of training provision that meets their local need, this briefing outlines their training approach.

Nene CCG explored a range of training options, examining their current processes and other approaches used across England to train PAs. They spent time mapping their current training offer to PAs including the availability and take up of mandatory training.

Having gone through this process Nene CCG identified that a local system had to enable PAs to develop their core skills, knowledge and understanding, together with specific skills relating to the delegated healthcare tasks that they perform. The CCG were attracted to developing skills for PAs that were portable and comparable to the skills that healthcare assistants in Social Care and other Healthcare settings would achieve.

The model of training developed within Nene CCG is therefore built around the Care Certificate. Existing PAs are able to complete either the Care Certificate Self Certification Online Assessment or undertake the Care Certificate e-learning in order to complete the theory element of all 15 standards within the Care Certificate.

The roles of PAs do not enable them to undertake the practical elements of the Care Certificate and therefore PAs cannot achieve the full Care Certificate, however their underpinning knowledge and understanding is greatly enhanced by this element of the process.

Once the theoretical underpinning knowledge and understanding is complete PAs are then able to access training relevant to the delegated healthcare tasks that they need to undertake in their role.

Nene CCG have identified a number of healthcare tasks that are delegated to competent PAs and they prioritised the development of training in these areas as part of the project. PAs undertaking training in these delegated healthcare tasks do so by attending day courses where they acquire the necessary underpinning knowledge and understanding as well as the practical skills required to undertake the task safely.

Figure 1: An overview of the training approach

