#hello my name is…

hcpc health & care professions council

Professional Liaison Service

Standards of Proficiency Overview – and mythbusting
26/09/23 Employer Insights Webinar

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Professional Liaison Service

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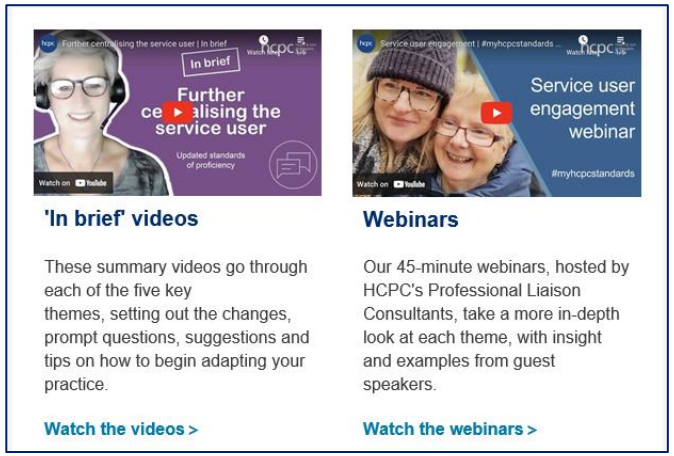
Resources and other sources of support

Professional Liaison Service

Resources on our website for your registrants



'In brief' videos

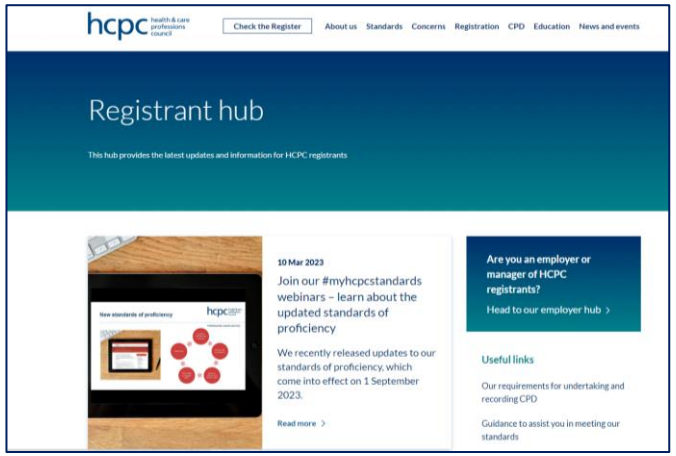
These summary videos go through each of the five key themes, setting out the changes, prompt questions, suggestions and tips on how to begin adapting your practice.

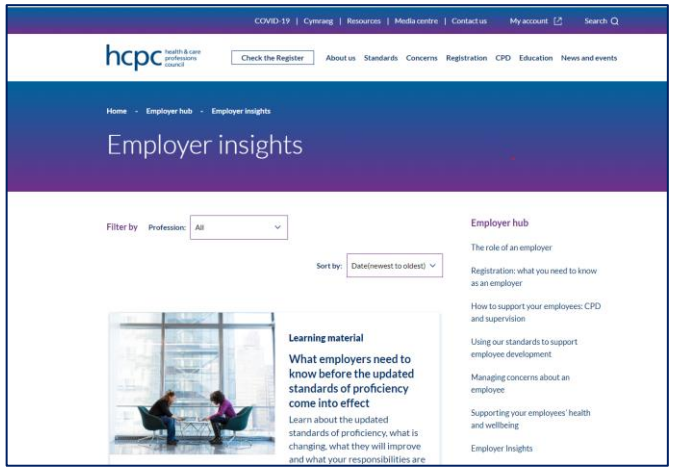
Watch the videos >

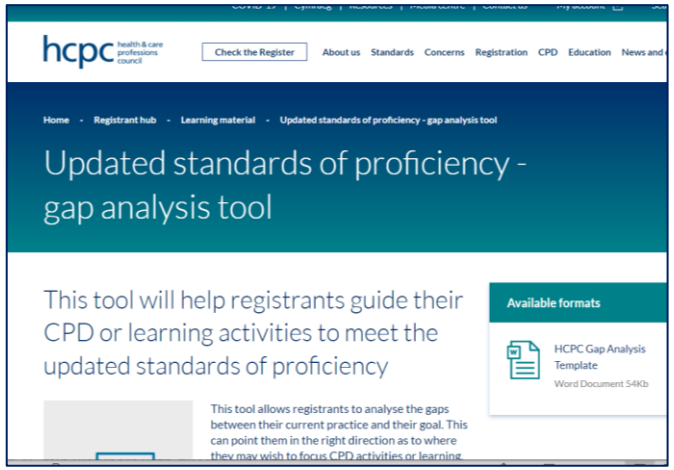
Webinars

Our 45-minute webinars, hosted by HCPC's Professional Liaison Consultants, take a more in-depth look at each theme, with insight and examples from guest speakers.

Watch the webinars >







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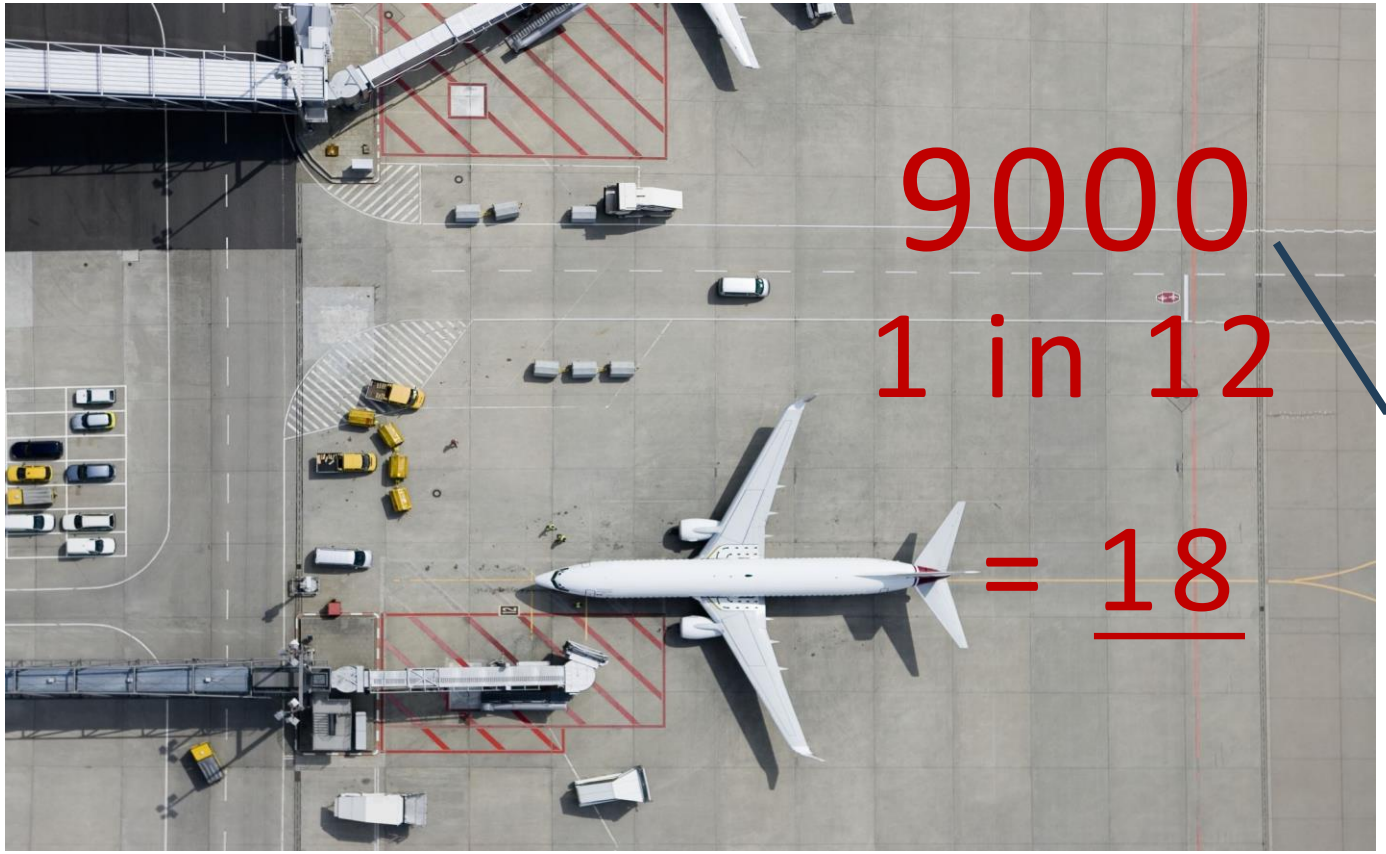
Introduction to the HCPC and Professional Liaison Service

Healthcare UK vital statistics



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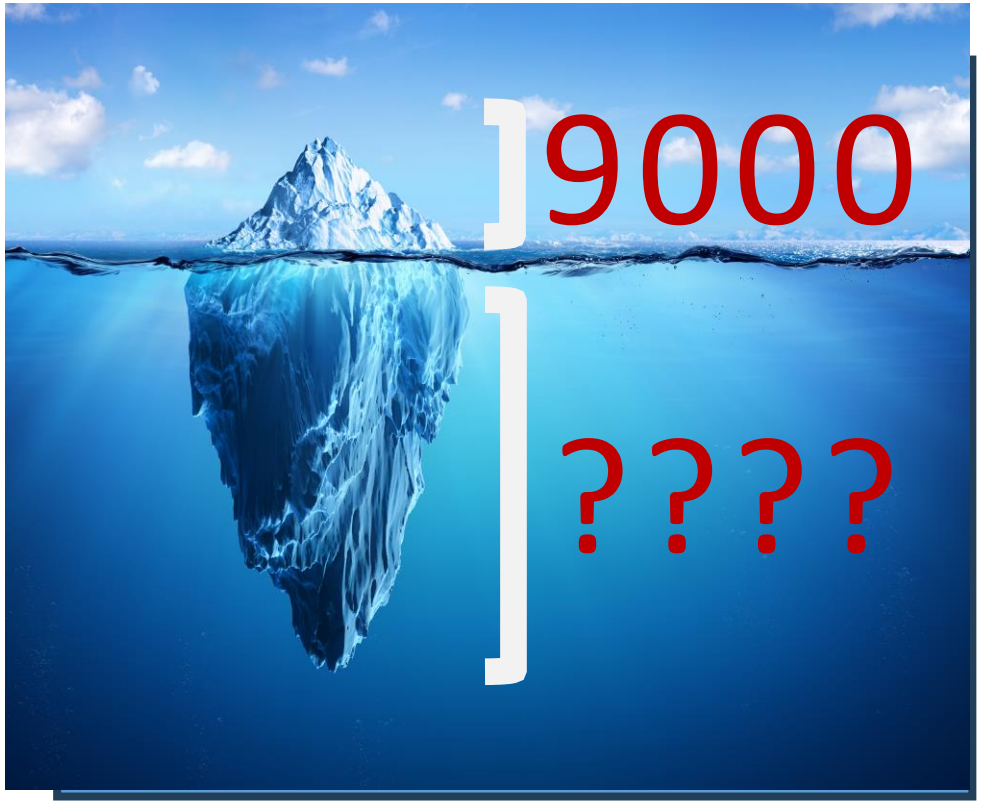

The Health and Care Professions Council and Upstream regulation

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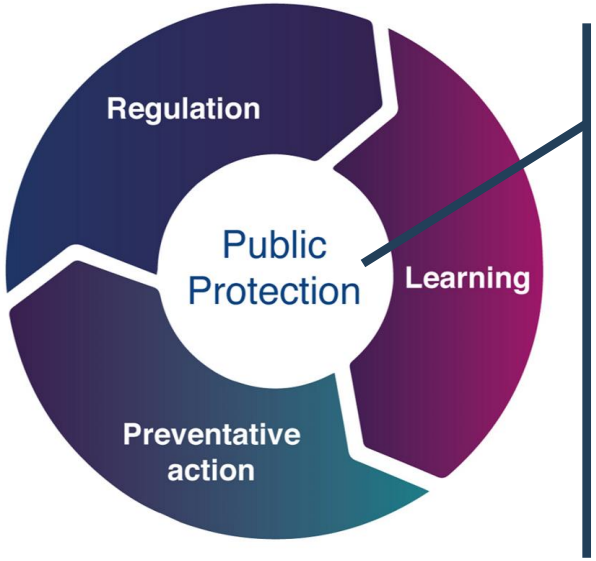
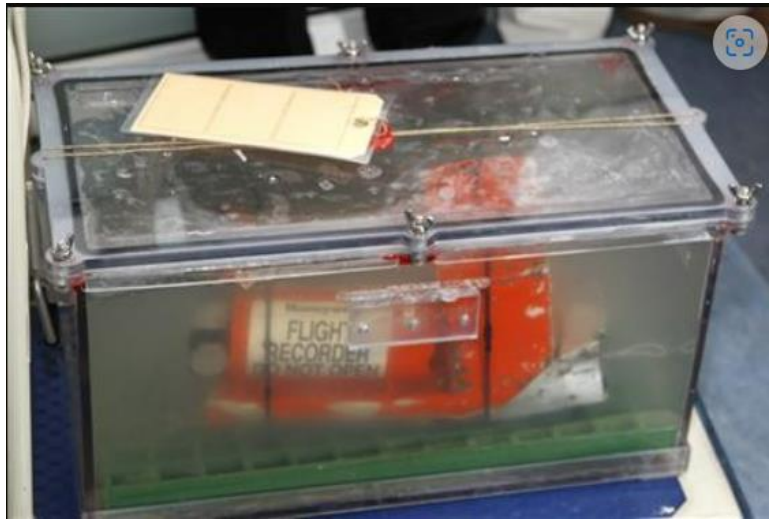


- Quality assuring education
- Maintaining and publishing a register of professionals
- Responding to fitness to practise concerns
- Setting appropriate Standards



> Upstream regulation takes learning from fitness to practice, intelligence, data and research to support registrants to maintain high professional standards and to protect the public from preventable harm

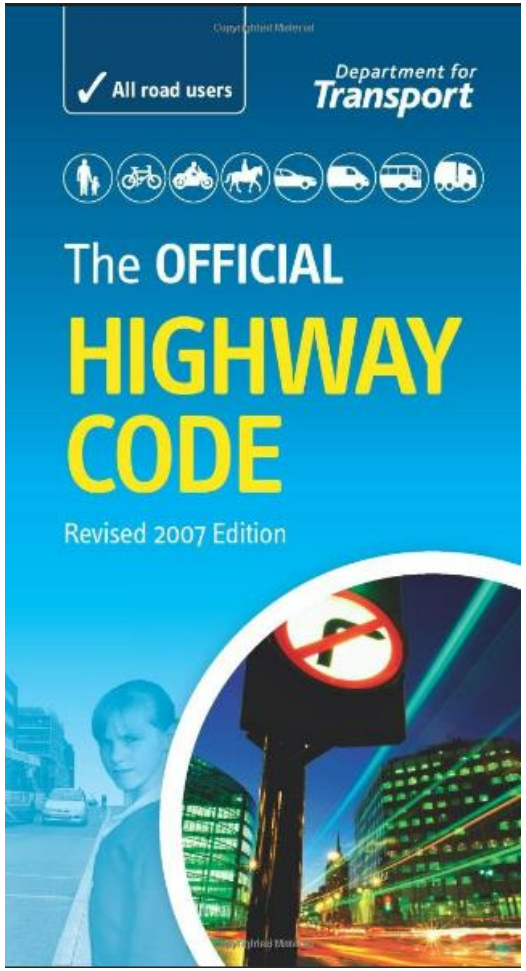
02

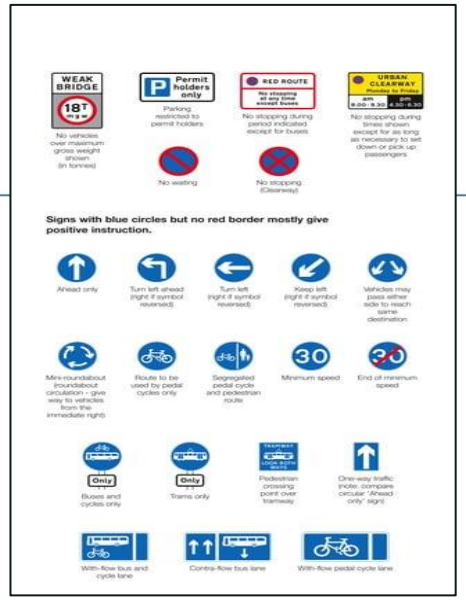
Why have standards?

Thought experiment #1

If you press the ‘big red button’ the standards of proficiency cease to exist – do you press the button?

Thought experiment #1





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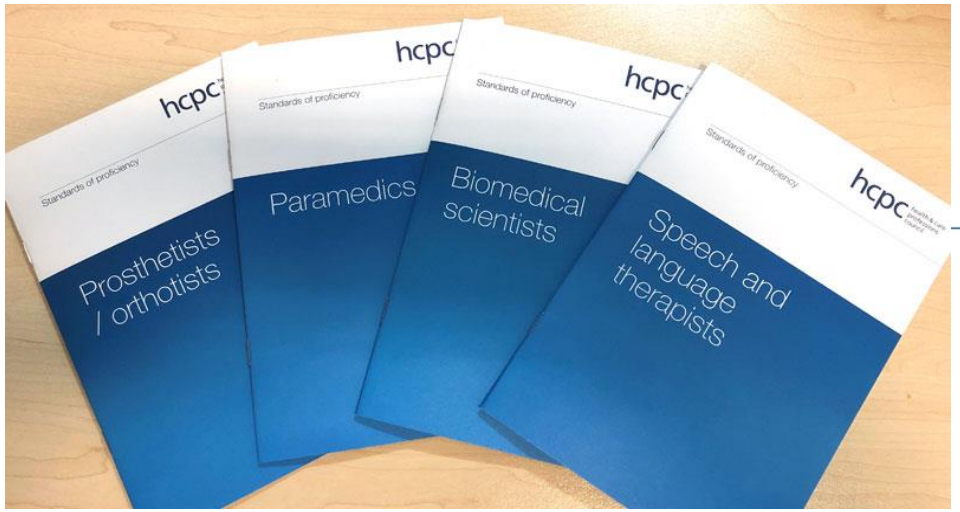
Standards of Proficiency with mythbusting



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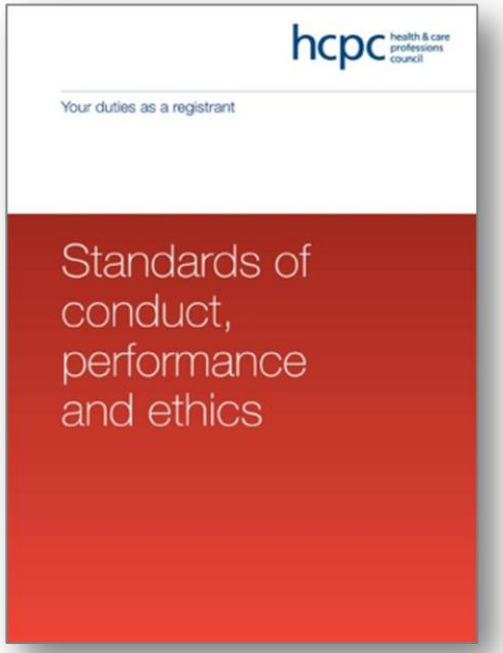
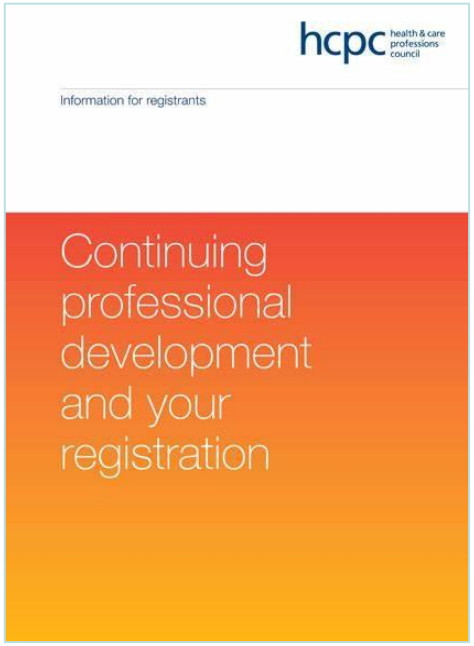
HCPC standards of proficiency





What has changed in the Standards of proficiency ?

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Equality, diversity and inclusion

Summary of the changes

We have significantly expanded the role of equality, diversity and inclusion (EDI), placing specific importance on making sure that practice is inclusive for all service users.

The key changes in the updated standards of proficiency can be grouped into a number of themes, of which this is one. The changes in the updated standards extend beyond these themes. To see them all, download the full **standards for your profession >**

Why?

The HCPC is committed to ensuring that registrants can provide healthcare to all their service users. EDI requirements already existed in the standards of proficiency and the standards of conduct, performance and ethics, and these changes have strengthened our EDI commitment.

Specific standards:

Registrants must:

- 5: recognise the impact of culture, equality and diversity on practice and practise in a non-discriminatory and inclusive manner

Revisions to the standards of proficiency

Active implementation of the standards
Promoting public health and preventing ill-health
Equality, diversity and inclusion
Further centralising the service user
Registrants' mental health
Digital skills and new technologies
Leadership
What's the same
Why and how we revised our standards of proficiency
Resources

Specific standards detailed

- 5.3: recognise the potential impact of their own values, beliefs and personal biases (which may be unconscious) on practice and take personal action to ensure all service users and carers are treated appropriately with respect and dignity
- 5.4: understand the duty to make reasonable adjustments in practice and be able to make and support reasonable adjustments in theirs and others' practice
- 5.5: recognise the characteristics and consequences of barriers to inclusion, including for socially isolated groups
- 5.6: actively challenge these barriers, supporting the implementation of change wherever possible
- 5.7: recognise that regard to equality, diversity and inclusion needs to be embedded in the application of all HCPC standards, across all areas of practice

Resources

Fact sheet on EDI

EDI fact sheet (PDF)

Equality, diversity and inclusion
Adobe PDF Document 169Kb

Summary video on EDI

Resources:
Factsheet
Summary video
45 min webinar

https://www.hcpc-uk.org/standards/standards-of-proficiency/

Top

What has changed in the Standards of proficiency ?

Digital skills and new technologies

We have emphasised the need to be able to keep up to date with digital skills and new technologies.

Why?

Technology continues to play an expanding role in the work of our registrants. We have made it clear that we expect registrants to maintain their ability to use new technology relevant to their practice.

Expectations of registrants:

- The use of technology has always been an important part of the way registrants meet the standards
- The four standards above cover key areas in which registrants should be able to make use of technology
- This standard does not mean registrants must be able to use all technology relevant to their field, as we know that registrants will have different access to technology based on their work setting and/or employer
- One way that registrants can integrate the new standards into their practice is through their own records. For instance, when offering telehealth services to a new service user, registrants should:
  - consider how this might impact on the service user's confidentiality
  - take time to explain to the service user how any of their information might be stored differently when compared to a face-to-face meeting
- Registrants may also find it useful to specifically direct their CPD to new technology relevant to their field and reflect on the possible impact of new technology on their practice

What has changed in the Standards of proficiency ?

Leadership

We have emphasised the role and importance of leadership at all levels of practice.

Why?

We believe in the importance of registrants being autonomous professionals and in displaying leadership without needing to be in a management role.

Expectations of registrants:

- Leadership is not just about the management or supervision of others, but is an attribute all registrants should demonstrate in their roles
- Leadership will mean different things in different roles and there is no set way to show leadership
- We will be developing online material about leadership, but registrants can also consult their professional body, union or employer for further resources

Mythbusters #1 HCPC Standards of Proficiency

"I will need to prove I meet the new standards"

You will be asked to sign the professional declaration when you come up for renewal

Your registrants must make a professional declaration once every two years in order to stay registered

You are confirming that you:

Continued to meet the HCPC's Standards of proficiency for the safe and effective practice of my profession

Have not had any change relating to your good character

Had any change relating to your health which may affect the ability to practice safely and effectively; or

Continued to meet the HCPC's standards for continuing professional development

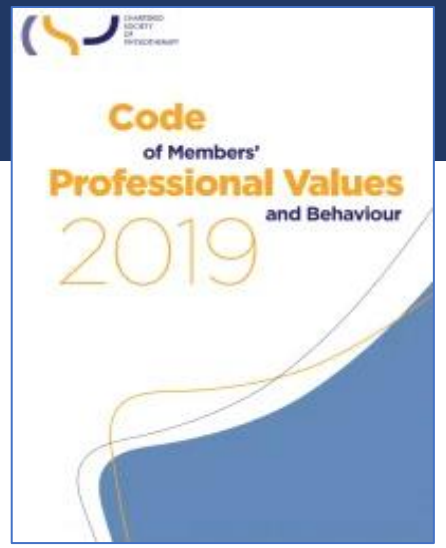
Mythbusters #2 HCPC Standards of Proficiency

"If I am called for CPD audit I would need to evidence how I meet all the standards point by point"

You will be asked to describe current role, then list CPD activities, then option to reflect on 4-6 of them and how they changed practice

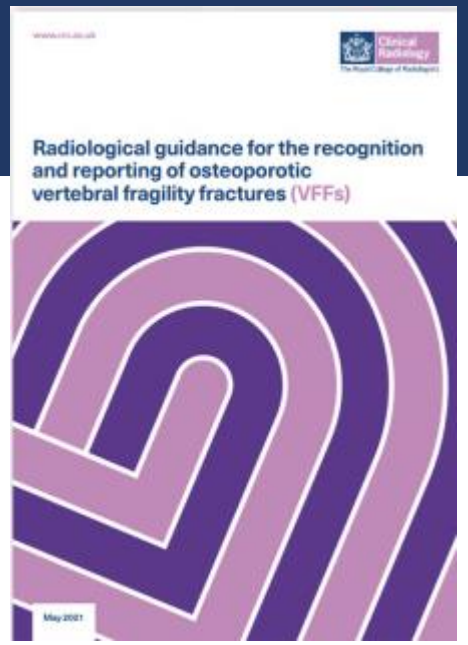
1. Describe your current role and the work you do
2. Provide a dated list of your CPD activities
3. Choose 4-6 activities, describe them, what you learnt and how they improved your work for patients
4. Give evidence which shows the CPD activities you have written about have taken place

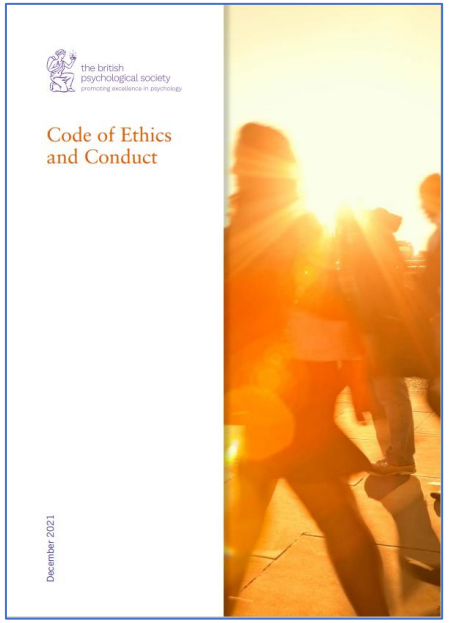
Mythbusters #3 HCPC Standards of Proficiency

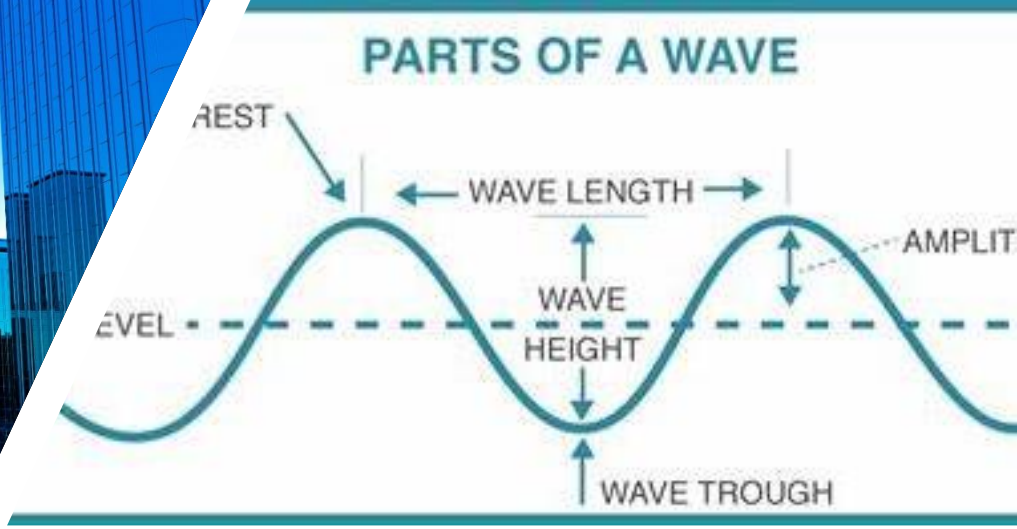


~~"The updated standards are introducing new expectations into my practice"~~

Revised to better reflect both contemporary practice and service-user needs, and developed with registrants and professional bodies







Mythbusters #4 ‘I must be perfect’ Performance versus standards – the ‘practice gap’

- Its an open secret that in healthcare, as in life registrants don’t always meet ‘the standard’
- Hopefully if we are professional, we know the standards and are tracking how close we are to them regularly
- Excellence comes from a focus on error as much as success
- How are you encouraging high levels of psychological safety, and black box thinking in your team?
- How are you monitoring the ‘practice gap’?

How to support your employees

1

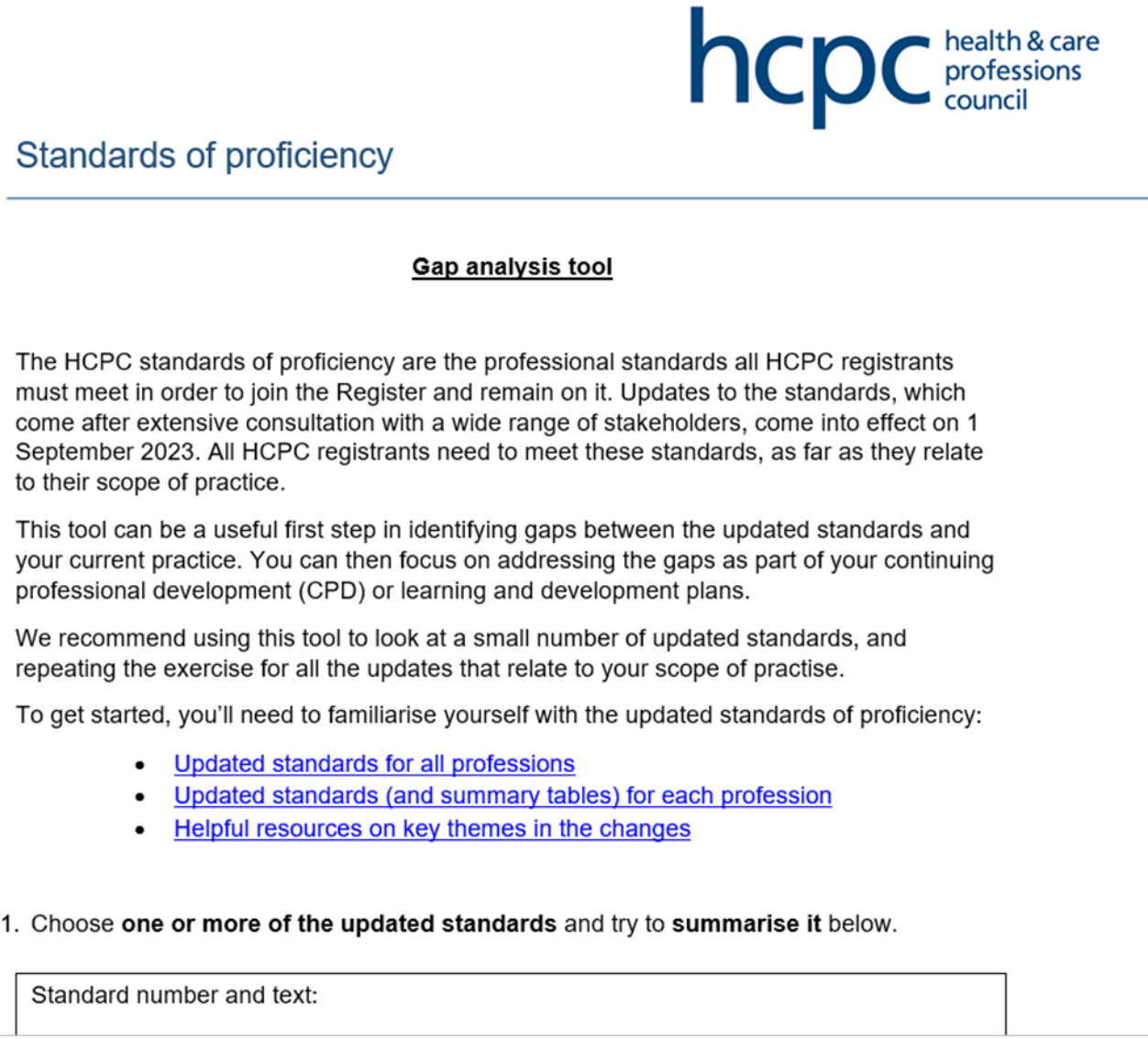
Read up on the changes

- Have a working knowledge of the standards that apply to your employees
- From our website and their professional body
- Tip: Download the HCPC's awareness poster for your workplace, to remind the whole team about the updates

2

Gap analysis

- Encourage your employees to carry out a gap analysis on their individual practice, which can identify areas of potential focus
- Identify those areas that they may need to focus their CPD activities on
- Tip: Choose one or more employees to present their gap analysis at a team meeting and facilitate a group discussion



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Standards of proficiency

Gap analysis tool

The HCPC standards of proficiency are the professional standards all HCPC registrants must meet in order to join the Register and remain on it. Updates to the standards, which come after extensive consultation with a wide range of stakeholders, come into effect on 1 September 2023. All HCPC registrants need to meet these standards, as far as they relate to their scope of practice.

This tool can be a useful first step in identifying gaps between the updated standards and your current practice. You can then focus on addressing the gaps as part of your continuing professional development (CPD) or learning and development plans.

We recommend using this tool to look at a small number of updated standards, and repeating the exercise for all the updates that relate to your scope of practise.

To get started, you'll need to familiarise yourself with the updated standards of proficiency:

- Updated standards for all professions
- Updated standards (and summary tables) for each profession
- Helpful resources on key themes in the changes

1. Choose **one or more of the updated standards** and try to **summarise it** below.

Standard number and text:

Gap Analysis – examples

LOGO

A registrant who does a ‘case review’ of 10 sets of written notes – and realizes that some key information is missing and some of the notes are hard to read…

- Talks to clinical supervisor or peer support network, professional body
- Takes a course, investigates best practice
- Reviews colleagues' notes
- Digital record keeping tools

A registrant who works in the community supporting vulnerable groups, notices certain patients are struggling to access services due to digital literacy…

- Talks to clinical supervisor or peer network, professional body
- Takes a course, investigates best practice
- ‘Walks’ the journey with a patient
- Identifies blockages to access and implements a strategy

BUSINESS

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3

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Research and discussion

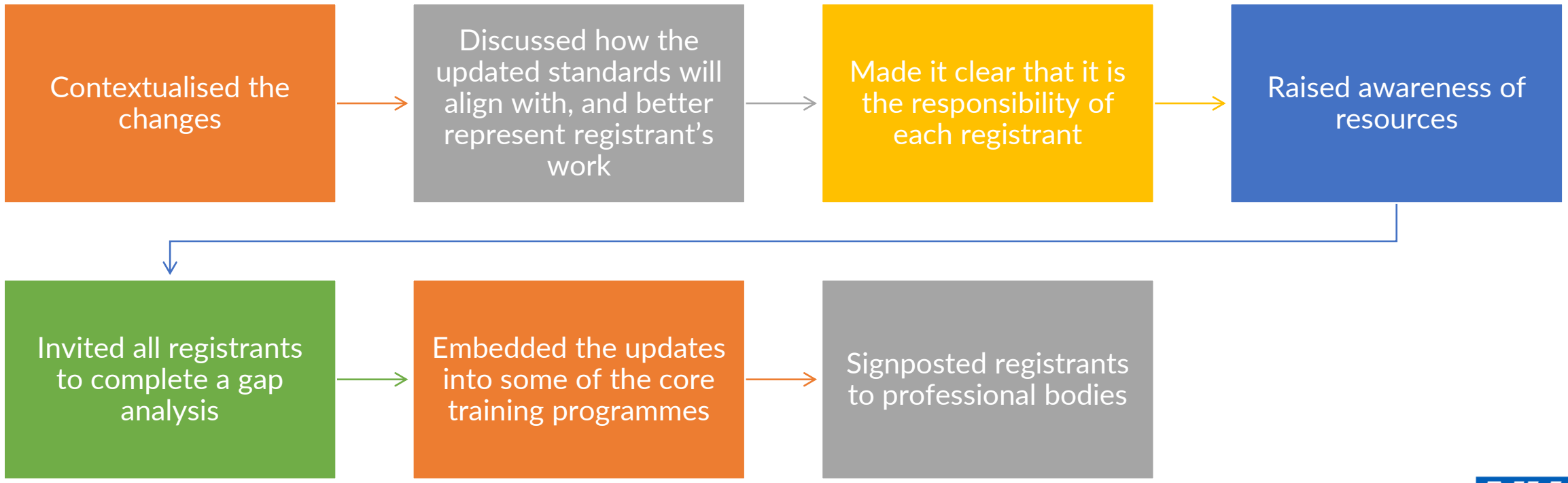
- Encourage your employees to read and discuss the updated standards at a team meeting.
- Ask them to reflect on whether they currently meet the updated standards, or need to develop their practice in order to do so.

4

Action

- Put the required changes in place that will allow your employees to meet the standards
- Add an agenda point to team meetings or one-to-ones, to allow employees to express any concerns or ask any questions.

Case example: Lewisham & Greenwich NHS Trust



Dan Western, AHP Workforce Development Lead

NHS
Lewisham and Greenwich
NHS Trust

04

Resources and other sources of support

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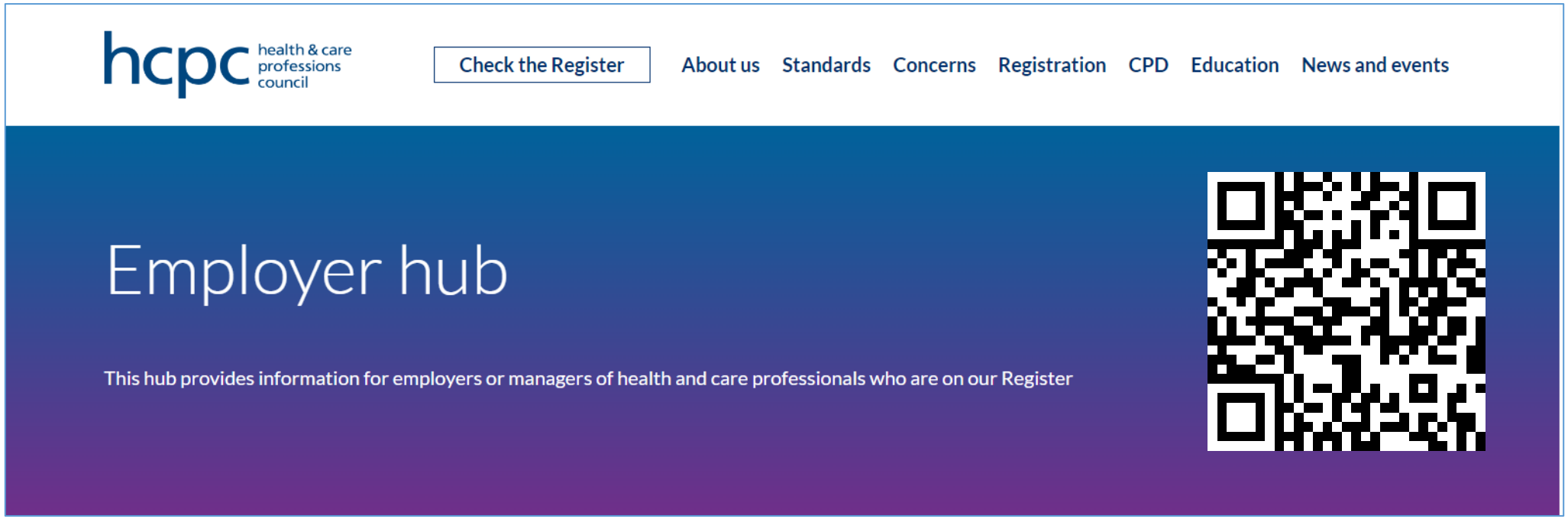

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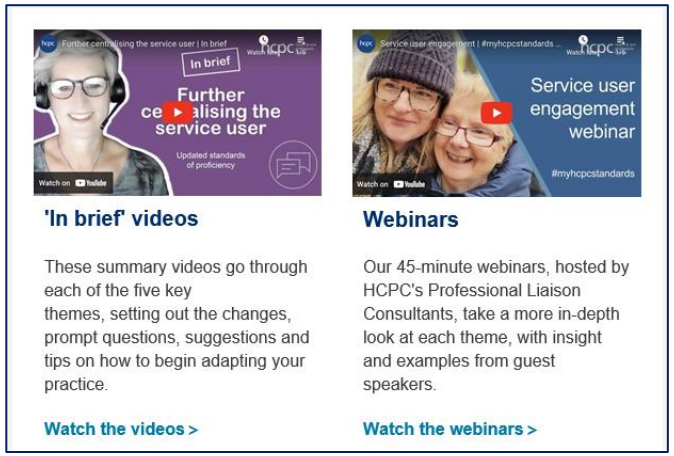
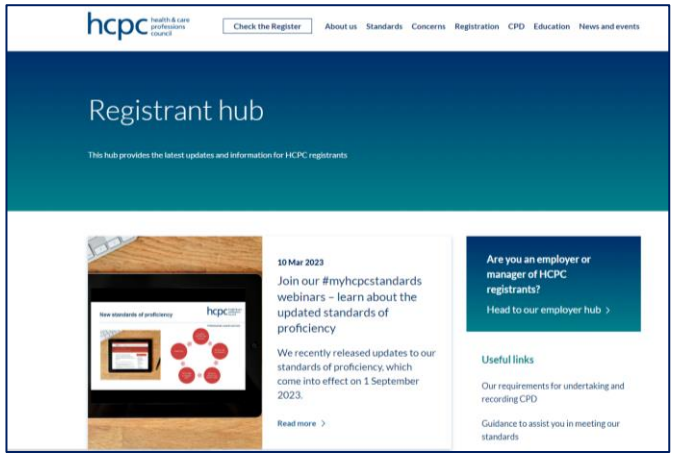
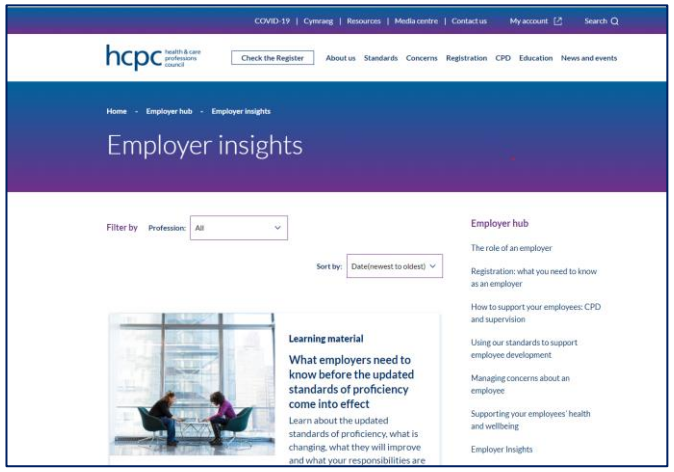
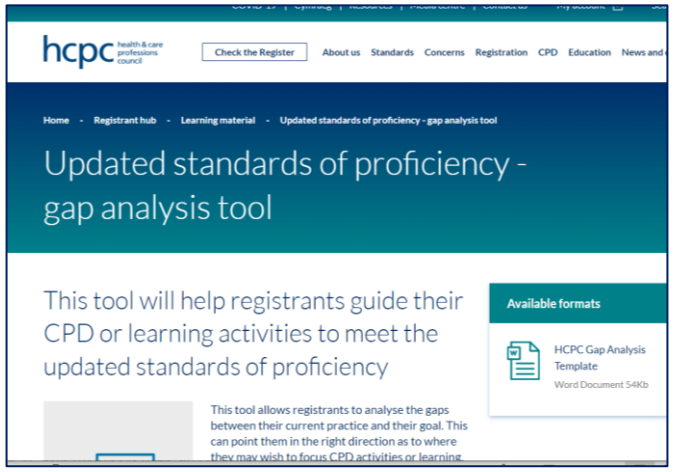
Resources on our website for your registrants









Please ask any questions and let us know how we can best support you!

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