

Best Practice for Dietetic Support Workers - Competency and Professional Practice Training

Date: 6 November 2019

Venue: Ncore, Derby

Facilitator: Dr Fiona McCullough

This one-day course is aimed at dietetic support workers working in both acute and community settings. It will be suitable for those relatively new in post and as a useful update for those with some previous knowledge and experience. The day will cover the importance of best practice for dietetic support workers and the principles of patient centred care as well as challenging dietetic support workers to consider their own professionalism and putting values and ethics into practice in the workplace

Aim

The aim is to increase the dietetic support worker's knowledge and understanding of their role and responsibilities and the principles of patient centred care and to understand how professionalism and ethics apply within the workplace.

Learning outcomes

By the end of this one day course the dietetic support worker will:

- Be able to demonstrate a greater understanding of their roles and responsibilities including boundaries and scope of practice
- Be aware of recent reports and current guidance and policy documents on professional practice.
- Understand how professional ethics apply within the workplace
- Understand the principles of patient centred care and the core skills required.
- Be aware of the values of the NHS, patient centred goals and outcome based care.

Programme

09.15 Introduction including learning outcomes and expectations

09.30 "Doing the Job Well" – case study including job description, daily role and personal qualities of a dietetic support worker

09.45 Group work - sharing individual roles, responsibilities, supervision models and approaches and identifying best practice

10.30 BDA Guidance on Best Practice (Code of Conduct plus other key documents)

11.00 Coffee break

11.15 Values of the NHS and lessons learned from recent reports

11.30 Impact of Keogh – case study exploring how practice has been affected at Trust, departmental and personal dietetic support worker levels

11.45 What is Ethical Practice?

12.00 Overview of Key Documents – including Disability Discrimination Act (DDA), Incapacity Act, Information Governance, Equality and Diversity

12.30 Dealing with Vulnerable Groups- focus on the care of older adults and dementia

13.00 Lunch

13.45 Best Practice for DSWs - case study exploring working within scope of practice, communication, record keeping, BDA and local guidance

14.30 10 Top Tips for 1:1 consultations and working with groups

15.00 Coffee break

15.15 What Next? Building personal confidence in the role and moving forward

16.00 Open discussion, key learning points from the day and evaluation

16:30 Close