



Oxford University Hospitals
NHS Foundation Trust

Band 5 Cancer Support Worker Project

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2022: Initiation of band 5 to support the development of CSW

Identified variation in individuals CNS teams – expectations, tasks responsibilities

No standard orientation specific to cancer

Additional band 4 navigator roles: is there disparity in roles, additional variation in expectations

Need to understand our current provision, standardise, educate, monitor

Bid for 1 year fixed term band 5 to establish role, competency, training package



Process

- Contacted various hospitals, scoping cancer team CSW's and Band 5's –
- Reviewed existing training and competency frameworks
- Scoped current induction and training at OUH, relevant courses available internally and by other stakeholders
- Using personal experience as a CSW and scoping existing frameworks to aid defining core competencies
- Working with the CNS teams to identify the mutual skills and job expectation of the CSW role and cancer site specific competencies
- Development of induction and competency package, including developing a work plan with each CSW
- Review each post holder to ensure necessary training and work experience has been completed
- Creating a portfolio for each CSW to clearly demonstrate the Cancer CSW role, for both CSW and CNS team and wider MDT

Examples of Competencies

Effective
Communication

HNA's and Personalised
Care

Knowledge of Cancer
and Cancer Treatments

Signposting and
Supporting Access to
Services

Care Co-ordination,
Building and Sustaining
Professional
Relationships

Symptom management
for the consequences of
cancer and treatment

Confidentiality,
Handling Data and
Information

Cancer Support Worker **Training and Competency Framework**

Name

Tumour Site

Cancer Team Contact



*This document was produced by Tamara Avery under the supervision of
Karen Mitchell, Alex Poole, and Hannah Ball
on behalf of our specialist Cancer Nursing Teams, Oxford University Hospitals.*

Ref: Wessex portfolio and Frimley Heath core package

Ref: NHS Salisbury Foundation Trust competency framework

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5. Personalised Care “HNA”

| <p><i>Can demonstrate appropriate knowledge of the following</i></p> | <p style="text-align: center;"><u>Assessment</u> <i>Discussion and examples given or in clinical practice</i></p> <p style="text-align: center;">CSW Assessor (Band 4 Team Lead or Lead CNS)</p> | | <p><i>Comments/ Reflection</i></p> |
|--|---|--|------------------------------------|
| <p>Knowledge of a HNA and the concept</p> | | | |
| <p>Understands the Holistic Needs Assessment tool and how to use</p> | | | |
| <p>Identify patients to sensitively approach and offer HNA</p> | | | |
| <p>Able to interpret non-complex outcomes and create a care plan</p> | | | |
| <p>Enable individuals with cancer to make informed health choices and decisions</p> | | | |
| <p>Provide information and advice to patients enabling them to make their own decisions without inflicting opinion onto <u>patient</u></p> | | | |
| <p>Able to promote Health and Well-being</p> | | | |
| <p>Able to refer to 'Here 4 health'</p> | | | |

Ongoing Supervision 1:1 for Cancer CSW's

- Provide ongoing support and training
- Encouraging confidence with communication
- Ensuring boundaries are not being exceeded
- Reinforcing the importance of CSW's
- Working on feeling valued and being recognised as a Cancer CSW
- Improving skills and working through challenges
- Additional point of contact for support and information

How has having 1:1 support helped me so far?

- Having Tamara work with me and support me has really helped me with confidence
- She has had patience with me, has helped me develop my computer skills and improve how I speak with patients
- Shown me how to organise my daily agenda and structure my day around clinics, phone calls/supportive duties and my team
- I am now learning cancer knowledge and interacting with other professionals in the MDT and other departments in the hospital to help with patient care
- Tamara has introduced me to other teams, departments and useful contacts which helps me do more in the team and makes me feel valued as I am able to problem solve
- Improved my ability to document on EPR and why it is important to do so
- I'm now confident in setting them (*HNA's*) up, introducing them to patients, how to offer support using a HNA and why they matter.

How has the CSW Lead helped me

“I feel that it is essential we have someone we can turn to, who can relate to what we are going through and dealing with. Who supports us and can relate as opposed to taking up valuable time up from a CNS.

That when new to the role, we have a Lead, that can teach us the basics and know what training is needed.

Someone who represents the CSW’s and give us a voice. I have felt more supported”

HPB CSW – August 2022





Working with Tamara is a pleasure. The structured pathway she has developed for our support role has been invaluable as is having a support worker.

It offers focused competencies on the patient centred care, developing knowledge and supporting in filling gaps within own learning needs.

Tamara has shown great strength in delivering this and guiding our support worker to a high level and this is very much appreciated.

It enables our team to work more cohesively, going above and beyond. Tamara has positively affected my own professional and development and is a role model to us all.

Skin Cancer Specialist Nurses (CNS)

Successes

- Welcomed, by all
- Defining role of CSW – working through induction and competencies for both new starters and those in post – feeling valued
- Providing a forum with peers to discuss cases, build confidence
- Competency signoff – responsibility / accountability
- 1:1 supervision with peer aids greater understanding for both CSW and CNSs
- Troubleshoot problems before they become an issue

Challenges

- Individual understanding of role varies - CNS's, other MDT members, CSW's
- Being clear on role & responsibilities – particularly on boundaries of CSW role.
- Acknowledging when things are not going well in a team
- Establishing role within budget.....2nd year of TVCA funding awarded 2023

Where is the Band 5 role now?

- Attending Team Leaders Cancer Support Worker group
- Band 5 role now established. CNS team's recognise role and utilise.
- Continuous development and implementing portfolio training package for all CSW's
- Discuss and assist individuals to work through competency framework
- Chair monthly CSW meetings
- Aiding recruitment as part of the interview process
- Developed links with local support services for CSW CPD – e.g. Sobell Living Well Service
- Sharing practice regionally and nationally
- Review of competencies to ensure alignment with ACCEND CIP's
- Completed mentorship/educators course
- Future goals.....



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Thank you

Any questions...?

Project Feedback

Tamara's role has been valuable in providing guidance and support for those in the role of a cancer support worker. Having her role within our workforce, has taken some pressure off the CNS role to provide role specific training and support, which allows us more time to spend supporting and working with patients.

The development of the competences has been helpful in highlighting boundaries and competencies within teams and roles and provides clear structure within their role as well as guidance on how they can aim for career development and job satisfaction too.

Cancer Specialist Nurse (CNS) 2023