

National ONMSD Resource for Healthcare Assistants entering the
Health Service in response to Covid-19 Outbreak 2020

1. Introduction and Rationale

The World Health Organisation (WHO) has declared COVID-19 (Coronavirus) a pandemic. 'Be on call for Ireland' recruitment drive has been declared by the Minister of Health in response to this pandemic.

This resource has been developed to update healthcare assistants (HCA's) transitioning to practice during the current COVID-19 emergency situation and equip them with appropriate practical skills for essential safe care. It is anticipated that the HCA's will use this resource as a process of continuing professional development.

2. Role of the Healthcare Assistant

The healthcare assistant is responsible for assisting with the provision of individualised patient/resident/client user care while under the supervision, direction and guidance of the registered nurse or registered midwife.

HCA's are accountable for their actions in the delivery of patient care for which they have trained and must not undertake any duty for which they are not trained. If HCA's feel that certain requests are beyond their capabilities, they should make this known to the person(s) making the request.

3. Aim of the Resource

The aim of this resource is to provide the HCA with guidance to accessing resources to make the transition to the health care environment in which they will be working in response to COVID-19 2020 Pandemic. It is anticipated that the HCA will access the resources based on self-assessment of competency and identified learning needs. The resource is self-directed and contains direction to eLearning Programmes accessible on www.hseland.ie.

The HCA must first register with hseland.ie and can then access all relevant material and programmes in the course catalogue Covid 19 resources for nurses and midwives tab.

4. Learning Outcomes

It is anticipated that following completion of these programmes the learner will be supported with:

- Provision of safe, high quality, compassionate, patient centred, evidence based care to patients/residents/clients
- Acting as an effective member of a healthcare team and participate in the multidisciplinary team approach to the care of patients/residents/clients

5. Indicative Content

Resources to provide the HCA with accessing knowledge on the following are provided

- Covid 19 Overview
- Infection Prevention & Control
- Activities of Daily Living
- Specific for service areas

6. Access to resources

This resource is provided to support with self – directed learning during COVID 19 Pandemic with links to online resources and platforms such as www.HSELand.ie.

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Covid-19 Outbreak 2020

- To open hyperlinks, place your cursor over the blue writing and click the link with your mouse.
- In order to access **HSELand**, you are required to set up an account: <https://www.hseland.ie/dash/Account/Login>
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What is Corona Virus? <https://youtu.be/mOV1aBVYKGA>

Need information and advice on COVID-19? Go to www.hse.ie/coronavirus

Mandatory Training for Health Care Assistants		
Covid 19 Resource	HSELand online	Other links and Resources
COVID-19 Infection Prevention and Control Guidance Handwashing and Personal Protective Equipment	HSELand	https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/
Manual Handling and People Handling e-learning Theory Module	HSELand	
Basic Life Support		Local policy, guidance and practice
Fire Training		Local policy, guidance and practice
Introduction to Children First	HSELand	
Safeguarding Induction Training	HSELand	

INFECTION PREVENTION AND CONTROL

Covid 19 Resource	HSE LanD online	Other links and Resources
COVID-19 Infection Prevention and Control Guidance	HSE LanD	https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/
Introduction to Infection Prevention and Control	HSE LanD	
Breaking the Chain of Infection	HSE LanD	
Hand Hygiene for HSE Clinical Staff	HSE LanD	https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/
Putting on and taking off PPE in acute healthcare settings	HSE LanD	https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/
Putting on and taking off PPE in community healthcare settings	HSE LanD	https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/
Management of Sharps/needle stick injuries		https://www.hse.ie/eng/staff/safetywellbeing/healthsafetyand%20wellbeing/hse%20policy%20for%20the%20prevention%20of%20sharps%20injuries.pdf
Environmental decontamination		Local policy/ On the job learning https://twitter.com/NursingTimes/status/1245252055632990208?s=20
Management of waste/sharps disposal		https://www.hse.ie/eng/about/who/healthwellbeing/infectcont/sth/gl/saction-20-healthcare-risk-waste-management.html
Management of laundry		Local policy/ On the job learning
Management of spillages of blood and body fluids		Local policy/ On the job learning
Patient placement		Local policy/ On the job learning
Laundering Uniforms		Local policy

ACTIVITES OF DAILY LIVING

Covid 19 Resource

Communication

Managing patient with communication needs-
confusion, sensory, impairment, language barriers

Clinical Handover including ISBAR3

Healthcare Records Management
Informed Consent

Data Protection and COVID-19

General Data Protection Regulation (GDPR)

Good Information Practices

Dignity at Work

Communication

Resources for Staff on Minding Your Mental Health
during the Coronavirus Outbreak

Effective Team Communication

HSE Effective Complaints Handling

Equality and Diversity

Making Every Contact Count:

HSELand online

Other links and Resources

Local policy/ On the job learning

<http://nebula.wsimg.com/438514d864d2d7decad3083254de2b35?AccessKeyId=5861B1733117182DC99B&disposition=0&alloworigin=1>

<https://healthservice.hse.ie/about-us/onmsd/quality-nursing-and-midwifery-care/clinical-handover-education-programme-videos.html>

HSELand

<https://www.hse.ie/eng/about/who/qid/other-quality-improvement-programmes/consent/>

<https://healthservice.hse.ie/staff/news/coronavirus/data-protection-and-covid-19.html>

HSELand

HSELand

HSELand

HSELand

<https://healthservice.hse.ie/staff/news/coronavirus/staff-minding-your-mental-health-during-the-coronavirus-outbreak.html>

HSELand

HSELand

HSELand

<https://www.hse.ie/eng/about/who/healthwellbeing/making-every-contact-count/>

Covid 19 Resource

Management of violence and aggression.
Principles of de-escalation
Health Service Executive Code of Practice for
Healthcare Records Management Abbreviations

Maintaining a Safe Environment

Health Safety and Security
Chemical Safety in the Workplace (Introductory)
Managing Health and Safety in Healthcare Chemical
Agent Hazards
Quality

Mobility

Manual Handling and People Handling e-learning
Theory Module
Manual Handling and People Handling e-learning
Theory Module - Assessment refresher

Mobility Aids

Patient Observation

Compass E-Learning Education Programme
incorporating the National Early Warning score (News)
for non-pregnant adult patients

Monitoring of Breathing Recording & reporting

Monitoring of Oxygen Saturation Recording &
reporting

Monitoring of Blood Pressure Recording & reporting-

HSELand online

HSELand

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Other links and Resources

<http://www.safewards.net/interventions/calm-down-methods>
https://www.hsa.ie/eng/Your_Industry/Healthcare_Sector/Violence_and_Aggression/
<https://www.hse.ie/eng/about/who/qid/quality-and-patient-safety-documents/abbreviations.pdf>

Local policy/ On the job learning

Local policy/ On the job learning

Local policy/ On the job learning

Local policy/ On the job learning

Covid 19 Resource	HSELand online	Other links and Resources
Monitoring of Pulse Recording & reporting-	HSELand	Local policy/ On the job learning
Monitoring of Weight/Height Recording & reporting-	HSELand	Local policy/ On the job learning
Monitoring and Controlling Body Temperature Baseline patient Observations, recording and reporting- Use of thermometer	HSELand	Local policy/ On the job learning
Eating and Drinking		
Guide To Fluid Balance	HSELand	
Assisting with meals -Positioning, care of teeth/dentures, specialised cutlery,		Local policy/ On the job learning
Alternative methods of providing nutrition, meal consistency -International Dysphagia Diet Standardisation Initiative (IDDSI)		https://www.hse.ie/eng/services/news/newsfeatures/international-dysphagia-diet-standardisation-initiative/
Maintaining Food Chart		Local policy/ On the job learning
Special Diets-Renal etc.		Local policy/ On the job learning
Intimate Care –Personal Hygiene and Dressing		
Consent, Enhancing & promotion of privacy, dignity, independence & positive self-image		Local policy/ On the job learning
Personal Hygiene-assisted wash, showering, bed bath		Local policy/ On the job learning
Promotion of independence and choice when dressing		Local policy/ On the job learning
Pressure Area Care		PUTZ HSEhttps://www.hse.ie/eng/about/who/qid/nationalsafetyprogrammes/pressurezero/
Oral, Nail, Hair, Ear and Foot Care		Local policy/ On the job learning
Care of Prosthetics- glasses, hearing aids, limbs, eyes		Local policy/ On the job learning

Covid 19 Resource

Intimate Care – Elimination

Continance Promotion-Use of Continance wear
Use and decontamination of equipment -Bed pan etc.
Urinary Catheter Care
Stoma Care
Urinalysis
Bristol Stool Chart
Guide To Fluid Balance

Death and Dying

Covid Last Rights

What you can do to practically care for someone who
is in their last days and hours of life.

Visiting Policy

HSELand online

HSELand

Other links and Resources

Local policy/ On the job learning
Local policy/ On the job learning
Local policy/ On the job learning
Local policy/ On the job learning
Local policy/ On the job learning
Local policy/ On the job learning

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/funeraldirectorsguidance/Guidance%20Funeral%20Directors%20v1.3.pdf>

<http://www.professionalpalliativehub.com/sites/default/files/24032020%20Practical%20care%20for%20carers.pdf>

Local policy

OLDER PERSONS

Covid 19 Resource	HSElanD online	Other links and Resources
Assessment in the Care of Older Persons	HSElanD	
Protecting Vulnerable Persons at Risk of Abuse		https://www.youtube.com/watch?v=UXaqvE4y09c
Safeguarding Vulnerable Persons	HSElanD	
Open your eyes- Awareness raising for Elder Abuse in the Community		https://www.youtube.com/playlist?list=PLamkblfX-IXhsHa7DLyLyhf4aX9J3ATr
What is Delirium?		https://www.youtube.com/watch?v=BPfZgBmcQB8
What is Dementia?		https://www.hse.ie/eng/services/list/4/olderpeople/dementia/about-dementia/ https://www.understandtogether.ie/about-dementia/what-is-dementia/
Restraint free environments		https://www.hiqa.ie/sites/default/files/2019-03/Restrictive-Practice-Guidance%20 DCOP.pdf

MENTAL HEALTH

Covid 19 Resource	HSELand online	Other links and Resources
HSE Mental Health Services		www.hse.ie/eng/services/list/4/Mental_Health_Services/
Mental Health Information		www.yourmentalhealth.ie
Common Mental Health Issues		https://www2.hse.ie/mental-health-issues/
The Judgement Support Framework		https://www.mhcirl.ie/for_H_Prof/Guidance/JSF/
Codes of Practice		https://www.mhcirl.ie/for_H_Prof/codemha2001/
Mental Health Hub	HSELand	
Mental Health Act 2001. The Mental Health Commission	HSELand	
Human Rights for Mental Health Professionals	HSELand	
Introducing You to the HSE Best Practice Guidance for Mental Health Services	HSELand	
Recovery in Mental Health	HSELand	
Involuntary Admission: A practical application	HSELand	

INTELLECTUAL DISABILITY

Covid 19 Resource

Communicating with People who have an Intellectual Disability

NDA - Disability Equality Training -Revision 2

Protecting Vulnerable Persons at Risk of Abuse

HSElanD online Learning

HSElanD

HSElanD

Other links and Resources

<https://www.youtube.com/watch?v=UXaqvE4y09c>

The following guidance documents have been developed by the HSE in collaboration with service providers in the voluntary sector. They have been approved by the National Public Health Emergency Team (NPHE) subgroup for Vulnerable People.

Please Visit: <https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/>

- COVID-19 Guidance for Nurse-Led Residential Disability Services
- COVID-19 Contingency Plan Home Support Services Disabilities
- COVID-19 Guidance Community Residential Services for People with Disabilities
- Guidance on Supporting a Distressed Person with Additional Needs
- Managing Stress for Individuals with a Disability in a Pandemic
- Guidance for Testing for COVID-19 in Disability Services
- Guidance for Testing for COVID-19 in Disability Services (Graphics)
- Guide for Community Residence
- Guidance for Non-Residential Models of Care
- Streamlined Passport for Hospital Admission (Yellow)

PALLIATIVE CARE

Covid 19 Resource

What is Palliative Care?

Palliative Care Needs Assessment Module
Lessons 1 and 2

Palliative Care Needs Assessment Module
Lesson 2 of 2

Covid Last Rights

Breaking Bad News

What you can do to practically care for someone who is
in their last days and hours of life.

HSELand online Learning

HSELand

HSELand

Other links and Resources

[http://www.iapc.ie/wp-content/uploads/2017/09/IAPC-What-is-Palliative-Care-1.mp4?_ =1](http://www.iapc.ie/wp-content/uploads/2017/09/IAPC-What-is-Palliative-Care-1.mp4?_=1)

<https://www.hse.ie/eng/about/who/cspd/ncps/palliative-care/>

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/funeraldirectorsguidance/Guidance%20Funeral%20Directors%20v1.3.pdf>

<http://hospicefoundation.ie/wp-content/uploads/2013/04/How-Do-I-Break-Bad-News.pdf>

<http://www.professionalpalliativehub.com/sites/default/files/24032020%20Practical%20care%20for%20carers.pdf>

MATERNITY

Covid 19 Resource

Breastfeeding -Techniques, Breast care, Clothing, breast pumps, assisting a mother to express breast milk, defrosting breast milk

Mother and baby personal hygiene

Bathing a new born

Eye care in the new born

Umbilical cord care in the new born

Mother's personal hygiene and comfort

Baby hygiene,

Positioning,

Handling

Feeding position

Preparation of trolleys for maternal and infant care procedures, and reporting

assistance to clinical staff during physical examination,

Measuring, testing and recording urine

Reporting of changes in mother and babies condition to the midwife

Execute appropriate responses to identified emergency situations experienced by mother and baby to include reporting, patient positioning and clearing of an airway

Irish Maternity Early Warning System (IMEWS)

HSELand online

Other links and Resources

<http%3a%2f%2fmychild%2eie>

Local policy/ On the job learning

Local policy/ On the job learning

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HSELand

CHILDRENS

HSELand online Learning

Other links and Resources

Covid 19 Resource

Supporting Policies

The United Nations Convention on the rights of Children (1989)

Children's Health Act 2018

The Child Care Act 1991

Child Development - Physical, Emotional, Social, Cognitive
Model of care for Paediatric Healthcare Services

<http://www.irishstatutebook.ie/eli/2018/act/27/enacted/en/html>

<https://www.hse.ie/eng/services/publications/clinical-strategy-and-programmes/model-of-care-for-paediatric-healthcare-executive-summary.pdf>

Communication skills

Verbal and nonverbal communication skills, Listening, Conveying empathy, Questioning, Assertiveness, Observing, reporting and recording, Managing strong emotions and behaviours that challenge, Recognising and resolving conflict, Maintaining boundaries,

Role of play specialist

Care Skills

Elimination,

Nutrition

Mobility,

Hygiene,

Environment,

Pain management strategies

Local policy/ On the job learning

Local policy/ On the job learning

Local policy/ On the job learning

Local policy/ On the job learning

Local policy/ On the job learning

Local policy/ On the job learning

Maintaining a Safe Environment

Accident prevention
Children First

HSELand

Local policy/ On the job learning

<http://www.irishstatutebook.ie/eli/2015/act/36/enacted/en/pdf>

Nurturing / loving environment
Security

Local policy/ On the job learning

Local policy/ On the job learning

Common conditions in Children

Spot the Sick child

<https://spottingthesickchild.com/>

Guide to Baby and Toddler Health:

<https://www2.hse.ie/babies-and-toddlers/>

Asthma and your Child

<https://www.asthma.ie/about-asthma/living-well-with-asthma/asthma-your-child>

Asthma in Babies and Children

<https://www2.hse.ie/conditions/child-health/asthma-babies-and-children.html>

Health needs of a Baby and Child

Guide to Baby and Toddler Health:

<https://www2.hse.ie/babies-and-toddlers/>