NRSS and RSC Digital Skills Passport: Playbook for how to use and FAQs

London Transformation & Learning Collaborative (LTLC)

May 2021

NHS England and NHS Improvement

Contents

Note: this Playbook includes an overview, 12-step approach for users and FAQs

Overview

What is their purpose?

The passports summarise the role and essential skills required for a non-registered support staff (NRSS) and registered support clinician (RSC) to function in an intensive care unit (ICU) surge model of care, during the COVID-19 pandemic or other increase in demand for critical care capacity

Who are they for?

NHS staff undertaking NRSS and RSC roles in ICU during the COVID-19 pandemic, and managerial staff overseeing these roles

Who developed them?

The London Transformation and Learning Collaborative (LTLC), who formed in July 2020 to support London with the cross-skilling of the London NHS workforce for critical care, through education and training

How do I use them?

- Click here to access the digital skills passports – they can be accessed on your computer, smartphone or tablet

- This playbook has been designed to walk users through how to use the digital passports

LTLC Video 2021 01 21

Copy link

Video: Intro to skills passport (23 secs)

" I found the RSC digital passport very easy – I did it on my phone, so it was really portable. The learning resources provided on the passport were complimentary and I could look at it whilst waiting for mask fit testing etc. "
Nurse re-deployed as RSC

Step 1: Register for a new account

a. Follow the hyperlink to access the digital passports (https://criticalcare.yourskillspass.com/)

b. Click "Sign-up" to register your account, and complete your key details

Step 2: Login to access the 'Home' page

a. Once you have logged into your new account, you will be automatically taken to the 'Home' page
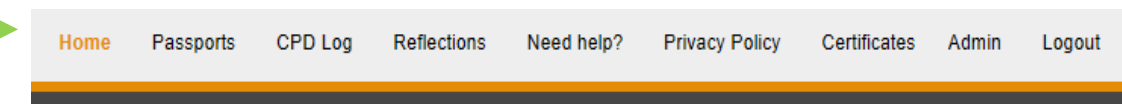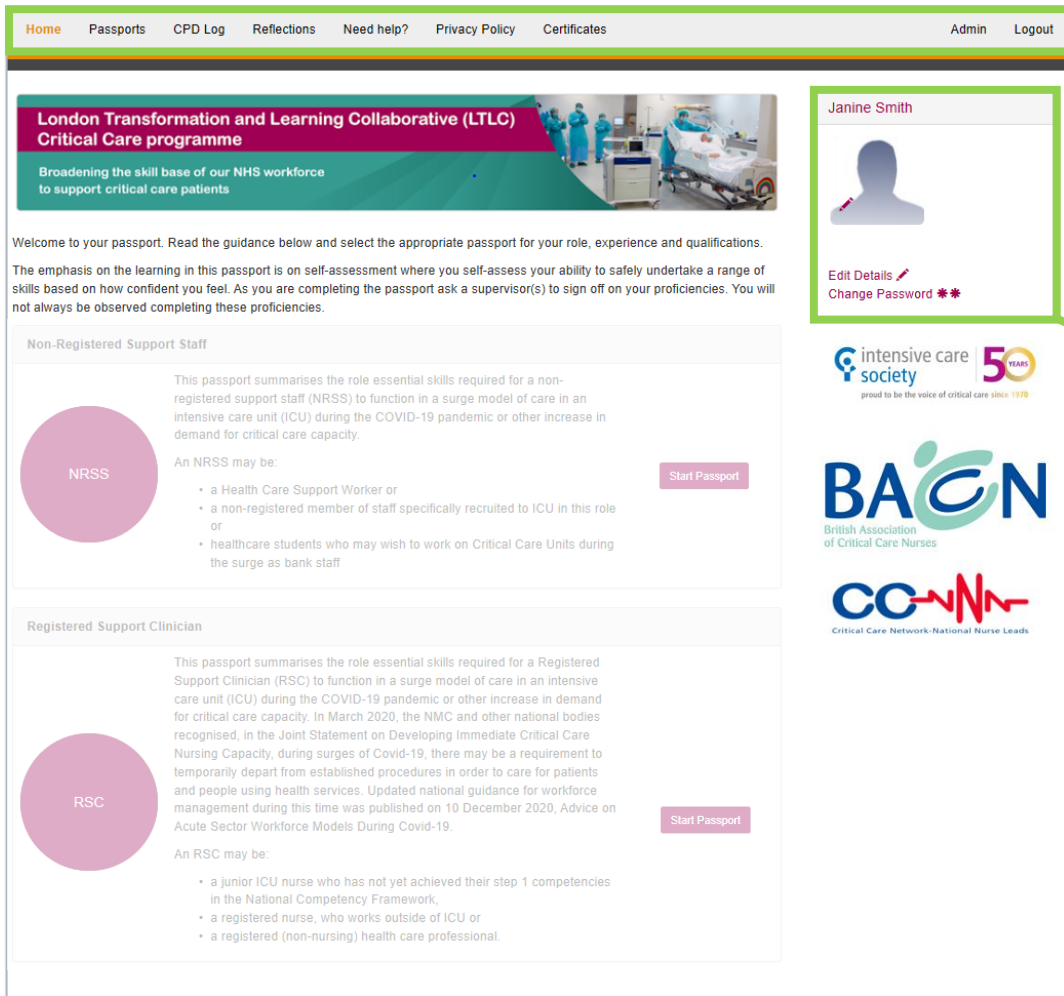
b. The ribbon at the top of the page allows you to easily navigate the different page (*note: these pages will be explained in the later steps*)

c. Using the pen icon (✏) you can upload a photo to your profile and edit your profile details

Step 3: Select your Skills passport

a. On the 'Home' page, you will be given the option to start two digital passports:
   o Non-registered support staff (NRSS)
   o Registered support clinician (RSC)

b. Choose the passport that is most relevant to your professional role / ICU experience, by reading the descriptions provided

c. Once you have chosen, click "Start passport" on your selected passport

d. Once clicked, the button will automatically update to "started" and list the date "started on"

e. Click "View Passport"

Step 4: Understand the Passports Dashboard

a. Once you have chosen your passport and clicked "View passport", you will move to the Passport Dashboard page

b. The essential skill domains for the passport selected are listed here *(note: do not click on yet)*

c. For each domain, you can self-assess your competency in relation to the essential skills within

d. To begin self-assessing, click on "self-assessment", or the name of domain (e.g. "Safety")

Home   Passports   CPD Log   Reflections   Need help?   Privacy Policy   Certificates

Registered Support Clinician

This passport summarises the role essential skills required for a Registered Support Clinician (RSC) to function in a surge model of care in an intensive care unit (ICU) during the COVID-19 pandemic. In March 2020, the NMC and other national bodies recognised, in the Joint Statement on Developing Immediate Critical Care Nursing Capacity, during surges of Covid-19, there may be a requirement to temporarily depart from established procedures in order to care for patients and people using health services. Updated national guidance for workforce management during this time was published on 10 December 2020, Advice on Acute Sector Workforce Models During Covid-19.

An RSC may be:

- a junior ICU nurse who has not yet achieved their step 1 competencies in the National Competency Framework,
- a registered nurse, who works outside of ICU or
- a registered (non-nursing) health care professional.

Passport Dashboard

Supervisor Review   Sign Off

			Status	Last Update
Safety	Self Assessment	View E-Learning Resources	Not Started	Not Started
Documentation	Self Assessment	View E-Learning Resources	Not Started	Not Started
Equipment	Self Assessment	View E-Learning Resources	Not Started	Not Started
Medication	Self Assessment	View E-Learning Resources	Not Started	Not Started
Arterial line management	Self Assessment	View E-Learning Resources	Not Started	Not Started
Care and management of nasogastric tubes (NGT) on ICU	Self Assessment	View E-Learning Resources	Not Started	Not Started
Airway	Self Assessment	View E-Learning Resources	Not Started	Not Started
Neurology - Delirium management	Self Assessment	View E-Learning Resources	Not Started	Not Started

Top tip 💡
You can complete the self-assessments in any domain order you like, although we recommend starting at the top

| 7

Step 5: Self-assess your essential role skills

a. Once you have clicked "Self-assessment" you will move into the domain (the page title will show which domain you are in)

b. Scroll down the page to self-assess your competency for the essential skills listed

c. At the end of the skills list, and page click "Save & Next" **Save & Next** this will automatically take you to the next domain self-assessment

d. Click "Passport Dashboard" to return to the previous page

e. The "status" and "last Update" (date and time) will change once you have saved your self-assessment

Top tip

You can return and update your essential skills self-assessment as many times as you like, and don't have to complete them all at once. Just remember to click "save & next" at the bottom of the page to save your entries!

Home   **Passports**   CPD Log   Reflections   Need help?   Privacy Policy   Certificates

Registered Support Clinician - Safety

Start Review   Passport Dashboard

Please use the list below to select which domain you would like to review. You are currently reviewing **Safety**

	Status	Last Update
Safety (Current)	Not Started	Not Started
Documentation	Not Started	Not Started
Equipment	Not Started	Not Started
Medication	Not Started	Not Started
Arterial line management	Not Started	Not Started
Care and management of nasogastric tubes (NGT) on ICU	Not Started	Not Started
Airway	Not Started	Not Started
Neurology - Delirium management	Not Started	Not Started

PPE - Able to describe the Public Health guidance for donning and doffing. *

○ Yes

○ No

PPE - Can describe the relevant action in the event of a Personal Protective Equipment (PEE) breach *

○ Yes

○ No

Step 6: Ask your supervisor to review (1/3)

a. Once you have completed and saved your self-assessment (for at least one skill in a domain), you can ask your supervisor to review.

   It is <u>important</u> all skills you have self-assessed as "yes" (i.e. competent) are reviewed by a supervisor, using the passport

b. Click "Supervisor Review" (on Passports Dashboard) or "Start review" (on Domain page) and hand your device (e.g. mobile, laptop) to your supervisor
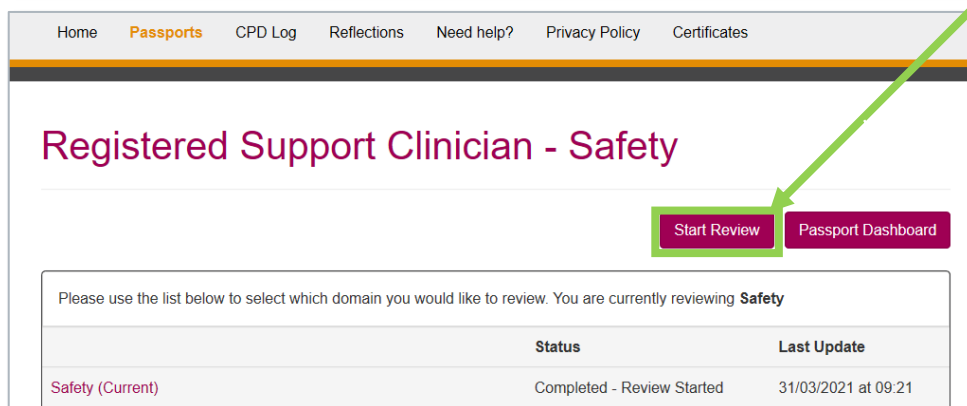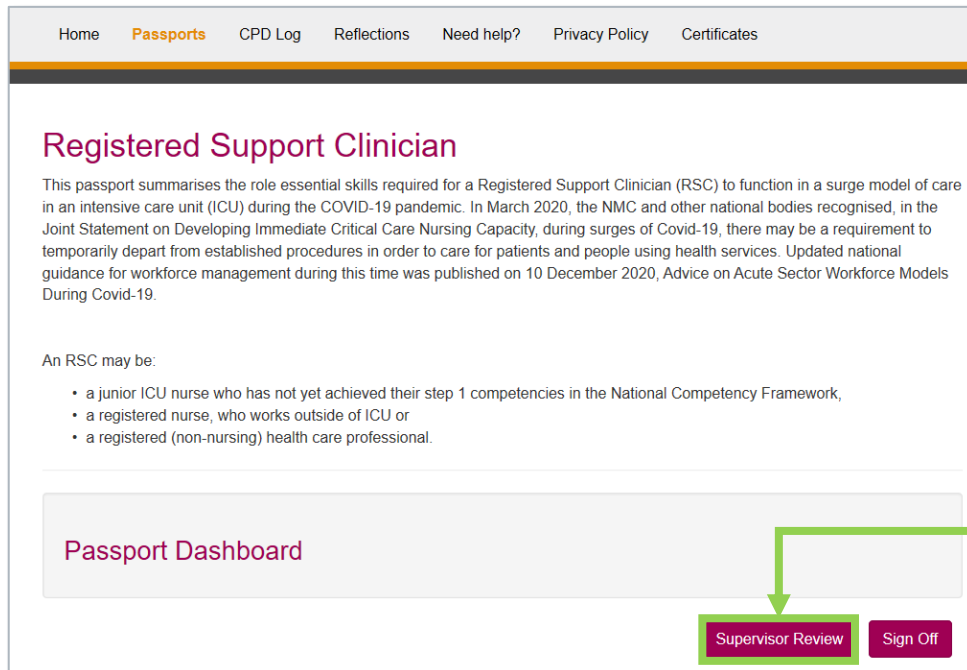
Top tips 💡
- <u>You should not review yourself</u>, only a supervisor should
- Supervisors can review self-assessed skills at different times (i.e. they do not have to review all the skills within a domain at the same time). However, once they have saved their review they are unable to go back and edit it, so should double check!

Step 6: Ask your supervisor to review (2/3)

c. First your supervisor will be asked to enter their:

- o Name
- o Email address
- o NMC, GMC or HCPC number

d. They will then be asked "Has this been met?" for each skill that you self-assessed as "yes" (i.e. competent). If you self-assessed a skill as "no" (i.e. not competent), your supervisor will not be asked to review

e. Once your supervisor has finished their review. They should click **Save Review & Next** (at the bottom of the page) and **End Review** (at the top of the page)

f. Once your supervisor has 'saved' and 'ended', their review will appear under the skill (only for those they said "Yes – this skill has been met")

Step 6: Ask your supervisor to review (3/3)

g. The review status will also be updated on the Passports Dashboard

Step 7: Track your passport completion

a. You can see an overview 'heatmap' of your passport completion and review by clicking "Sign Off" on your Passport Dashboard

Progress

| | 65% | |

Passport Dashboard

Safety

PPE - Able to describe the Public Health England guidance for donning and doffing Can describe the relevant action in the event of a Personal Protective Equipment (PEE) breach *	Yes	Reviewed by Ella Nuttall (ella.nuttall@hee.nhs.uk) - XXXXXXXXXX on 19/04/2021
PPE - Able to perform donning and doffing of all PPE in Critical Care *	Yes	Reviewed by Ella Nuttall (ella.nuttall@hee.nhs.uk) - XXXXXXXXXX on 19/04/2021
Bed space - Can identify equipment and consumables required for preparation of a bedspace in ICU *	Yes	Not Reviewed
Bed space - Able to prepare a bedspace in ICU for admission *	Yes	Reviewed by Ella Nuttall (ella.nuttall@hee.nhs.uk) - XXXXXXXXXX on 19/04/2021
Bed space - Able to maintain stock levels in the bedside trolleys, line trolleys, stocking up trolleys and storeroom *	Yes	Not Reviewed
Bed space - Able to dispose of non-clinical and clinical waste and linen *	Yes	Reviewed by Ella Nuttall (ella.nuttall@hee.nhs.uk) - XXXXXXXXXX on 19/04/2021

Home   **Passports**   CPD Log   Reflections   Need help?   Privacy Policy   Certificates

Registered Support Clinician

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An RSC may be:

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- a registered nurse, who works outside of ICU or
- a registered (non-nursing) health care professional.

Passport Dashboard

Supervisor Review   **Sign Off**

b. At the top you can see an overall % progress complete bar. You can also see a breakdown by domain / skill

    ○ This allows you to identify which skills you have not yet self-assessed as "Yes" and / or which skills have not yet been supervisor reviewed (indicated by red)

Step 8: Explore E-learning resources

a. Click "View e-learning resources" on the Passport Dashboard to access recommended resources for each skill domain

b. Click on the resource hyperlink you would like to access, and you will be sent automatically to it

c. A lot of the E-learning resources are hosted on e-LfH, and to access them you will need to login (once sent to the e-LfH page)

Step 9: Log your CPD training

a. Click "CPD log" on the ribbon to access the page

| Home | Passports | **CPD Log** | Reflections | Need help? | Privacy Policy | Certificates |

CPD Log

There is an opportunity for you to make a record of the learning that you have undertaken and this will count towards your Continuing Professional Development hours.

Click on the Add New button to record a training activity. Use the Add New button to record further training activity.

Add New

Date	Method	Topic		
14/03/2021	Course attendance	ICU Skills	✏️	🗑️

b. Click "Add New" to log new training that you would like to keep track of

CPD Log

Please complete all the fields in the form below and then click submit to save them

Date *

14/03/2021

Method *

Course attendance

Topic

ICU Skills

Resources accessed

Acute - COVID-19 ICU Remote Learning Course (CIRLC)

Number of Hours *

8

Save and finish

c. You can log 3 types ("Method") of training:
   o Online learning
   o Course attendance
   o Independent learning

Step 10: Add your workplace reflections

a. Click "Reflections" on the ribbon to access the page

| Home | Passports | CPD Log | **Reflections** | Need help? | Privacy Policy | Certificates |

Reflections

Reflecting on experiences in the workplace, which may be positive or challenging, and working with and supporting colleagues can have an impact on you as an individual. Reflecting on these experiences is vital to your personal wellbeing and development, and to improving the quality of patient care. Reflection is integral to lifelong learning and assists in meeting revalidation requirements.

Further Guidance

Add New

| Date | WHAT? Describe your reflection identifying the facts and feelings of the situation. | SO WHAT? What did you learn from this? |

Reflections
Please complete all the fields in the form below and then click submit to save them.

Date *
21/01/2021

WHAT? Describe your reflection identifying the facts and feelings of the situation.

I have been deployed to the Intensive Care Unit from the outpatients department where I usually work. The preparation and online learning which I undertook in relation to working in ICU on eLearning for Health has bee invaluable and really did help to prepare. The staff on the unit have been welcoming and supportive, but I do not think anything could have really prepared me for working in full PPE for 12-hour shifts looking after critically ill patients. Using this passport to upskill has been useful. The incident which I want to reflect on relates to caring for a patient with Covid who is dying and liaising with the family to support them via a table device. Communicating like this and demonstrating empathy virtually is really challenging and not being in the same room

SO WHAT? What did you learn from this?

I learnt that for the patients and family caring for patients at the end of their life and supporting the family in a pandemic is so important. Communication via an iPad is different, and it is important to make sure that you get the family member to repeat back to you that they have heard and understood. In their distress and with this type of communication it is vital to check understanding as the family member maybe I denial and not want to hear the bad news.

NOW WHAT? How has your practice changed or improved?

One of the experienced members of ITU staff suggested to me of getting family members to repeat back the information you had informed them of via iPad/virtual communication to check understanding. They also reinforced to me the importance of documenting the conversation in the patient's records including whom you spoke to, date and time of conversation and any actions arising from the conversation including follow up.

How is this relevant to your professional practice? You may find the following links to your professional bodies guidance on revalidation helpful.

The learning from this reflection relates to the following sections of The Code. "Prioritise people and promote professionalism and trust". It has reinforced to me that effective communication skills are essential to end of life care. Supporting both patients and their families.

Save and finish

d. As part of revalidation, it can be helpful to reference your reflections to your professional bodies' requirements (i.e. NMC, GMC, or HCPC)

Click on "Help" icon (❓) to find links to your professional bodies' guidance on revalidation.

b. Click "Add New" to log new reflections that you would like to keep track of

c. For each reflection, you will follow the structure of Rolfe's (2001) model of reflection:
   o i.e. What? ; So What? ; Now what?

Note: Click on "Further Guidance" for details of Rolfe's model

Step 11: Collect your certificate (1/4)

a. Your passport will be counted as "Completed" once you have indicated you are competent in all of the skills listed in the passport (i.e. ticked "Yes") and had a supervisor review and approve all of the skills.

Once you have completed a passport, you will be able to collect a certificate. To do this, click "Sign off"

b. At the top of the 'Sign Off' Section you will be given the option to "Claim Certificate"

   o *Note: If you do not see the "Claim Certificate" button, this is because your passport is not complete. Scroll down your heatmap to see what skill you have not indicated competency in, or you have not had reviewed by a supervisor*

Step 11: Collect your certificate (2/4)

Declaration of Practice and Transferable Skills

I declare that I am clinically able to deliver care when deployed to areas which require the skills in the Critical Care Skills Passport.

I understand that I am considered capable in the skills for which I have achieved proficiencies as detailed in the digital Critical Care Skills Passport. If I move to another organisation these skills will be recognised by other participating organisations.

As an NMC, HCPC or GMC registrant, I understand that:

- I am responsible and accountable for my professional practice.
- I should bring to the attention of a more senior member of staff where I feel I do not have sufficient knowledge or skills to carry out any aspect of care.
- I must practice according to organisational practice guidance and policy.

Professional Development

If my role changes, I understand that I may need to expand my knowledge and skills to meet the requirements of the new role. To do so, I should return to this passport to review previously completed proficiencies from the Critical Care Skills Passport after discussion with my line manager or clinical practice educator.

Redeployment

It is my responsibility to identify areas where I feel I need to undertake supervised practice in the deployed area again to refresh these skills and revisit the relevant knowledge on eLearning for Health care, where appropriate.

Please type **'I AGREE'** in the box below.

[I AGREE]

[Submit]

REGISTERED SUPPORT CLINICIAN

Passport Certificate Supervisor Sign Off for Janine Smith

Name *
[   ]

Position *
[   ]

Organisation *
[∨]

NMC, GMC or HCPC Number *
[   ]

Email Address *
[   ]

[Sign]

---

c. Before your certificate is generated, you will be asked to agree to the "Declaration of Practice and Transferable Skills" (by writing "I AGREE" in the box)

d. You also will need a supervisor sign-off (whose details will appear on the certificate)

Step 11: Collect your certificate (3/4)

Awarded Certificates

Registered Support Clinician Certificate
31/03/2021

Show Details

e. Once you have completed your declaration and supervisor sign off, you will see a certificate listed under "Awarded Certificates".

Click 'Show details' and then 'Print Certificate'

Registered Support Clinician Certificate
31/03/2021

Hide Details

Signed by:

Name

Ella Nuttall

Position

Chief Nurse

Organisation

Imperial College Healthcare NHS Trust

NMC, GMC or HCPC Number

XXXXXXXX

Email Address

Ella.nuttall@hee.nhs.uk

Print Certificate

Certificate of Completion
London Transformation & Learning Collaborative (LTLC)

This is to certify that

Name: .... Janine Smith ....

NMC PIN/HCPC/GMC No: XXXXXXXX ....

has completed the Critical Care Skills Passport for

REGISTERED SUPPORT CLINICIAN

Name of Supervisor:

Ella Nuttall .... Date signed off: 31/03/2021 ....

Professional registration number:
(i.e. NMC PIN, HCPC, GMC No.)

XXXXXXXX .... Position: Chief Nurse ....

Organisation:

Imperial College Healthcare NHS Trust ....

f. This will automatically generate your printable certificate

Step 11: Collect your certificate (4/4)

g. To access your certificates at any time, click "Certificates" on the ribbon

h. On this page you can access both:

- o Individual certificates
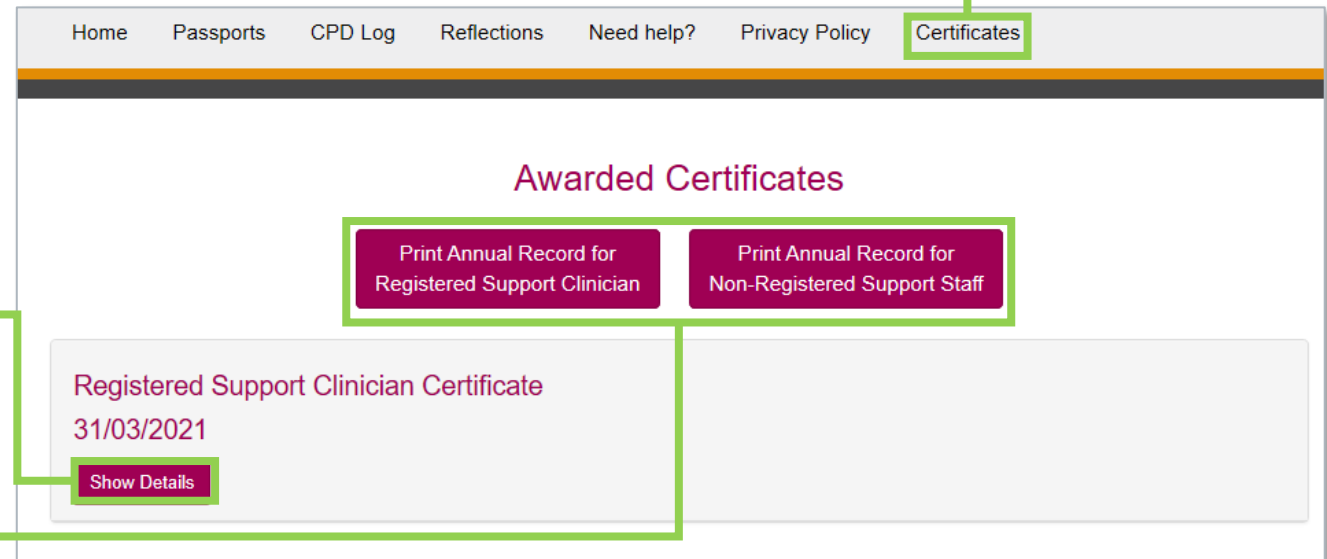
- o Annual records

Note: if you have performed reassessment, see Step 12, you will have multiple certificates, which will show on your Annual Record under "Supervisor verification and sign off"

| Home | Passports | CPD Log | Reflections | Need help? | Privacy Policy | Certificates |

Awarded Certificates

| Print Annual Record for Registered Support Clinician | Print Annual Record for Non-Registered Support Staff |

Registered Support Clinician Certificate
31/03/2021

Show Details

NHS

Annual Record of Re-assessment & Periodic Review

London Transformation & Learning Collaborative (LTLC)

REGISTERED SUPPORT CLINICIAN

Name:
Janine Smith

PIN/HCPC/GMC No:
XXXXXXX

I have undertaken a period of supervised practice and had skills and proficiencies reassessed and met

Supervisor verification and sign off		
Date	**Supervisor's Name**	**Supervisor's NMC PIN/ HCPC/ GMC NO:**
31/03/2021	Ella Nuttall	XXXXXXX

Step 12: Perform your reassessment (1/2)

a. Once you have completed your passport, you will be given the option to "Start Reassessment" on your Passport Dashboard

  o *Note: Your Trust should tell you how often you need to perform a reassessment.*

It will also tell you the date your last assessment was completed (i.e. supervisor signed-off for certificate generation)

b. Click on "Start Reassessment" to begin

c. Click "Reassessment" in the individual domains to reassess the skills within

| Home | **Passports** | CPD Log | Reflections | Need help? | Privacy Policy | Certificates |

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- a registered nurse, who works outside of ICU or
- a registered (non-nursing) health care professional.

Passport Dashboard   Review completed on 31/03/2021

Start Reassessment   Sign Off

Passport Dashboard   Review completed on 31/03/2021

Stop Reassessment   Sign Off

			Status	Last Update
Safety	Reassessment	View E-Learning Resources	Completed - Reviewed	31/03/2021 at 15:34
Documentation	Reassessment	View E-Learning Resources	Completed - Reviewed	31/03/2021 at 09:23
Equipment	Reassessment	View E-Learning Resources	Completed - Reviewed	31/03/2021 at 15:34

Step 12: Perform your reassessment (2/2)

d. Once in the domain you will be given the option to select the skills you would like to reassess, by clicking "Needs reassessment"

> Bed space - Can identify equipment and consumables required for preparation of a bedspace in ICU *
>
> Yes
>
> **Needs Reassessment**
>
> Reviewed by Ella Nuttall (Ella.nuttall@hee.nhs.uk) - XXXXXXX on 31/03/2021

e. Similar to before, you will then be asked to self-assess your competency by ticking "Yes or No", and have a supervisor review whether this has been met

> Bed space - Can identify equipment and consumables required for preparation of a bedspace in ICU *
>
> ○ Yes
>
> ○ No

> Bed space   Can identify equipment and consumables required for preparation of a bedspace in ICU *
>
> Yes
>
> ☐ Has this been met?

f. Your reassessment will replace the information from your previous assessment that was listed under that skill before

> Bed space - Can identify equipment and consumables required for preparation of a bedspace in ICU *
>
> Yes
>
> **Needs Reassessment**
>
> Reviewed by Joe White (Joe.White@imperial.ac.uk) - XXXXXXXXXX on 01/04/2021

Top tips 💡
- You can perform reassessments as frequently as needed by your Trust

Frequently asked questions (FAQs)

Please contact Axia (help@axia.support) for any technical support questions relating to use of the digital passports

No.	Question	Answer
1.	**Who can be a non-registered support staff (NRSS) and registered support clinician (RSC)?**	An NRSS may be: • a Health Care Support Worker or • a non-registered member of staff specifically recruited to ICU in this role or • healthcare students who may wish to work on Critical Care Units during the surge as bank staff An RSC may be: • a junior ICU nurse who has not yet achieved their step 1 competencies in the National Competency Framework, • a registered nurse, who works outside of ICU or • a registered (non-nursing) health care professional.
2.	**Who can be a supervisor?**	• A Supervisor is a registered health care professional. This can be a Registered Nurse, Registered Allied Health Professional and/or Doctor
3.	**I don't know what brand of equipment I am using, to record it on my self-assessment?**	• If not sure, ask your local educator or technologist, as they should be aware of the brands used locally

Please email ltlc@hee.nhs.uk with any questions, or visit LTLC's [website](#) to access more educational resources