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LEARNING

Trainer's guide |

Healthcare Support Worker - Home Visit



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About the program

Program overview

This Health and Social Care program is aligned to the Health T Level qualification and has been developed in collaboration with subject matter experts from our education and industry partners. This interactive virtual scenario covers a home visit to a service user in a realistic environmental setting.

Standards supported

The program has been designed by our partners to support and align with:

- Health T Level

Program partners

This program has been developed in partnership with the following organisations:

To access the Healthcare Support Worker Home Visit virtual reality scenario, please use the login details below:
Username: TENhealth
Password: HealthDisorders26

Learning objectives

Aims

This program is intended to facilitate a user's learning and understanding of the practical, emotional and observational elements of health and social care.

The program also aims to provide guidance on good working practices and approaches to health and safety, behaviours and communication.

Objectives

The main objectives of the program are to cover the following topics:

- Communication and behaviours
- Recording/reporting observations and stats
- Cleanliness
- Health and safety
- Observation skills
- Escalation points and briefing information







Guide to using a virtual scenario

The virtual scenarios allow the user to navigate an immersive, 3D virtual environment carrying out tasks to achieve particular goals. We suggest that the virtual scenarios are used prior to any practical sessions and that the learner passes the scenario 100% to ensure competence. When the learner then comes to the practical application they will progress quicker and with less material and resource wastage.

1. As a learning provision whilst tutors/workshop areas are occupied.
2. To assess competency prior to carrying out any practical work.
3. Gives the learner an immersive, virtual experience which transitions them into work which is occupational specific.
4. Boosts learners' confidence by allowing them to practice in a safe environment and being able to make mistakes without consequences.

Program benefits

For learners

- Improve understanding of complex subjects
- Boost confidence and engagement
- Improve knowledge retention and understanding of subjects
- Realistic experience of different settings/situations
- Learn in a safe environment
- Practice without consequences
- Access the programs 24-7/365

For educators

- Reduce classroom and study time
- Improve course completion/success rates
- Discussion point to explore deeper findings
- Next level in blended learning
- Remote training/assessment
- Reduce material costs
- Reduce delivery costs
- Replaces guided learning hours
- Aligned to relevant standards/qualifications

For industry

- Scalable to multiple populations
- Consistent learning standards
- Reduces delivery cost
- Available to hard to reach/remote learners
- Used for CPD
- Can be tailored to learn about specific products/processes

Navigation controls*

Moving



On your **keyboard**, press and hold the:

- W key to move forward.
- A key to move left.
- S key to move back.
- D key to move right.

If you prefer to use your **mouse**, place your mouse cursor in the centre of the screen, press and hold the left mouse button and drag in the direction you want to move.

Looking



As well as moving, you can also look around the environment.

On your **keyboard**, press and hold arrow keys to look around.

If you prefer to use your **mouse**, place your mouse cursor in the centre of the screen, press and hold the right mouse button and drag in the direction you want to look.

Inspecting



To get a better look at things in the environment.

On your **keyboard**, press:

- Z key to zoom in; press again to zoom out
- C key to crouch; press again to stand up.

*The navigation controls will be shown on touchscreen devices such as a tablets.

Scenario interactions

Hotspots*

Throughout the scenarios, there are numerous interactive elements. These are represented as plus icon hotspots.

To interact with it, you just need to click on the hotspot to interact.

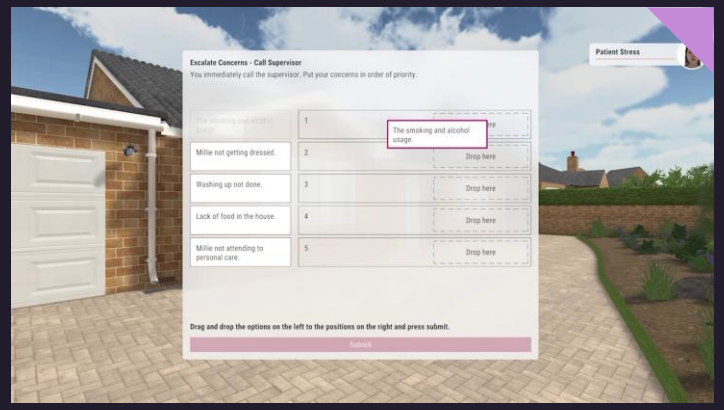
*On touch screen devices, get close to the hotspot and centre the hotspot with the crosshair in the centre of your tablet by using the right thumb stick. When you see the tooltip appear, you can tap on it to open the interaction.

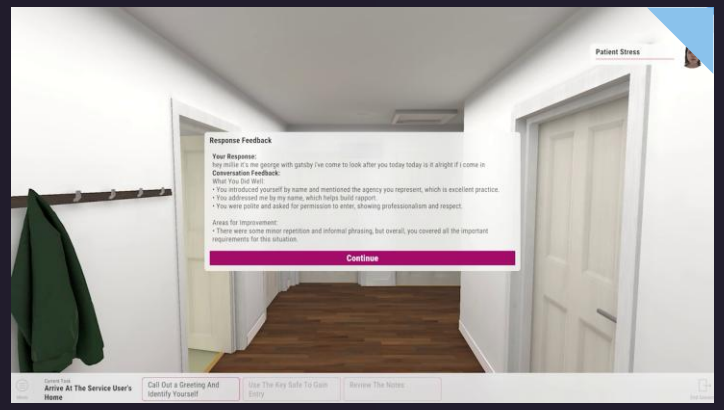
Questions and feedback

Throughout each section of a scenario a learner will be faced with a form of questioning. This may be a drag and drop, True or False, matching or multiple-choice type questions.

After each question and set of questions the learner will receive feedback.







AI Chatbot

Speaking to the AI – Speech recognition

In this situation, a virtual avatar is available to the learner as they navigate around the scenario playing the role of the patient.

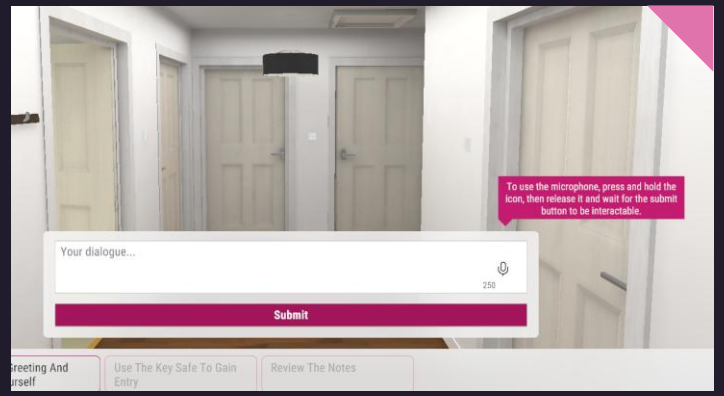
They are not there to providing learning information to the learner, but instead for the learner to engage with as appropriate in context of the scenario.

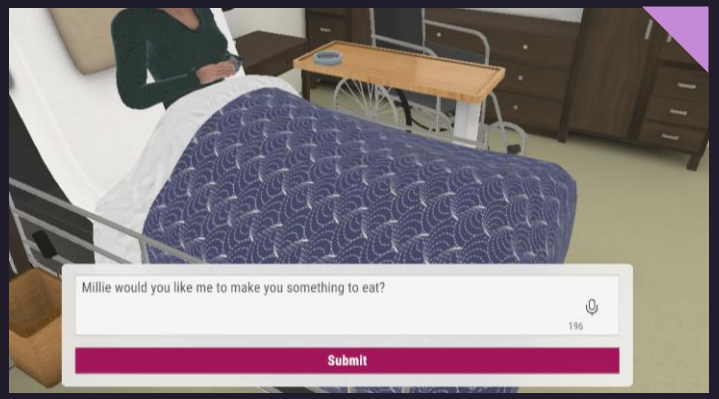
Once the avatar is interacted with, an input field appears allowing the learner to ask questions or respond to questions asked / comments made by the AI Actor either via typing in text or speaking (if microphone is available and enabled).

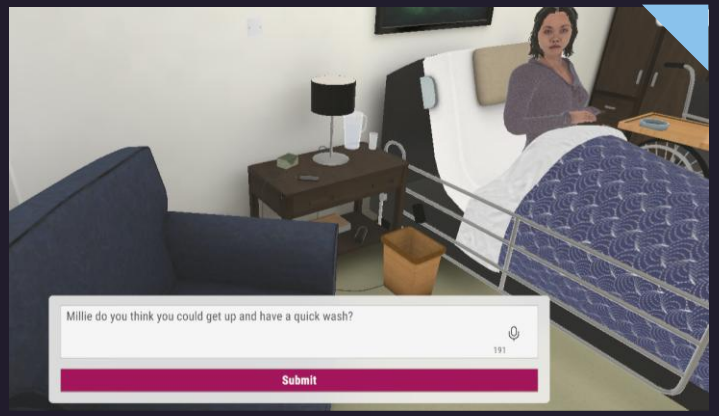
You can communicate with the AI via text or voice. When using your voice, what you say is converted and displayed on the screen as text as well as audio.

Points to observe

- Ensure you have a decent internet connection
- Ensure you have a microphone connected and enabled
- Ensure the volume is turned up to a suitable level.
- Keep your questions brief and try to avoid long pauses/
- Press and hold the microphone button/icon on the chat dialogue box, wait a second or two, then speak in a controlled clear manner.
- When you have finished speaking, wait a second or two, then release the microphone button.
- It might take a few seconds for the AI to respond.







AI Chatbot

Stress Meter

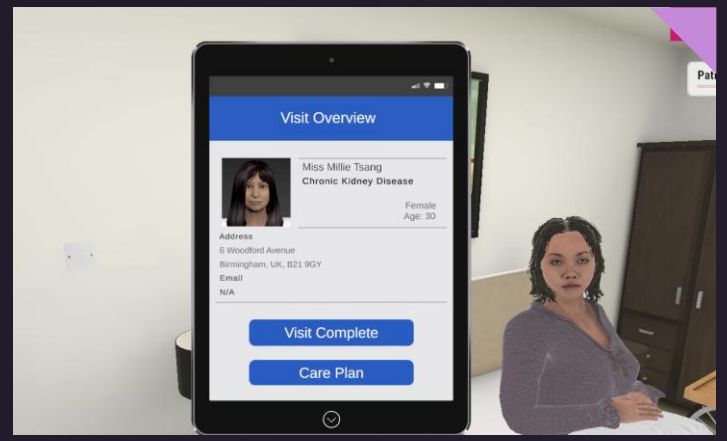
The stress meter is related to the AI Actor and indicates how well or badly you have engaged with them, through your questions or responses. The more suitable / appropriate your question or response, the lower the stress reflected on the stress meter and the less agitated the response from the AI Actor. The aim with every communication is to keep the AI Actor calm.

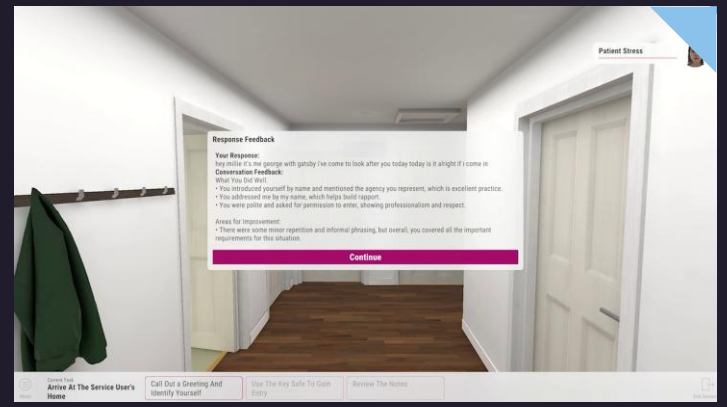
Based on your question or answer to the AI Actor, you will get a corresponding response and tone to match the stress level of the AI Actor. Depending on how the scenario has been configured, you will also get an analysis of your input identifying what you did well and areas for improvement (see example in the image below).

Data

- As standard any information you input as part of your conversation with the AI (Chatbot, Avatar or Actor), is not used to train or continuously improve the AI and does not persist beyond the scenario / session. Conversation logs may however, be stored securely and accessible for audit purposes / review by relevant organisation staff to monitor for inappropriate conversations / language and identify areas for learning improvement.





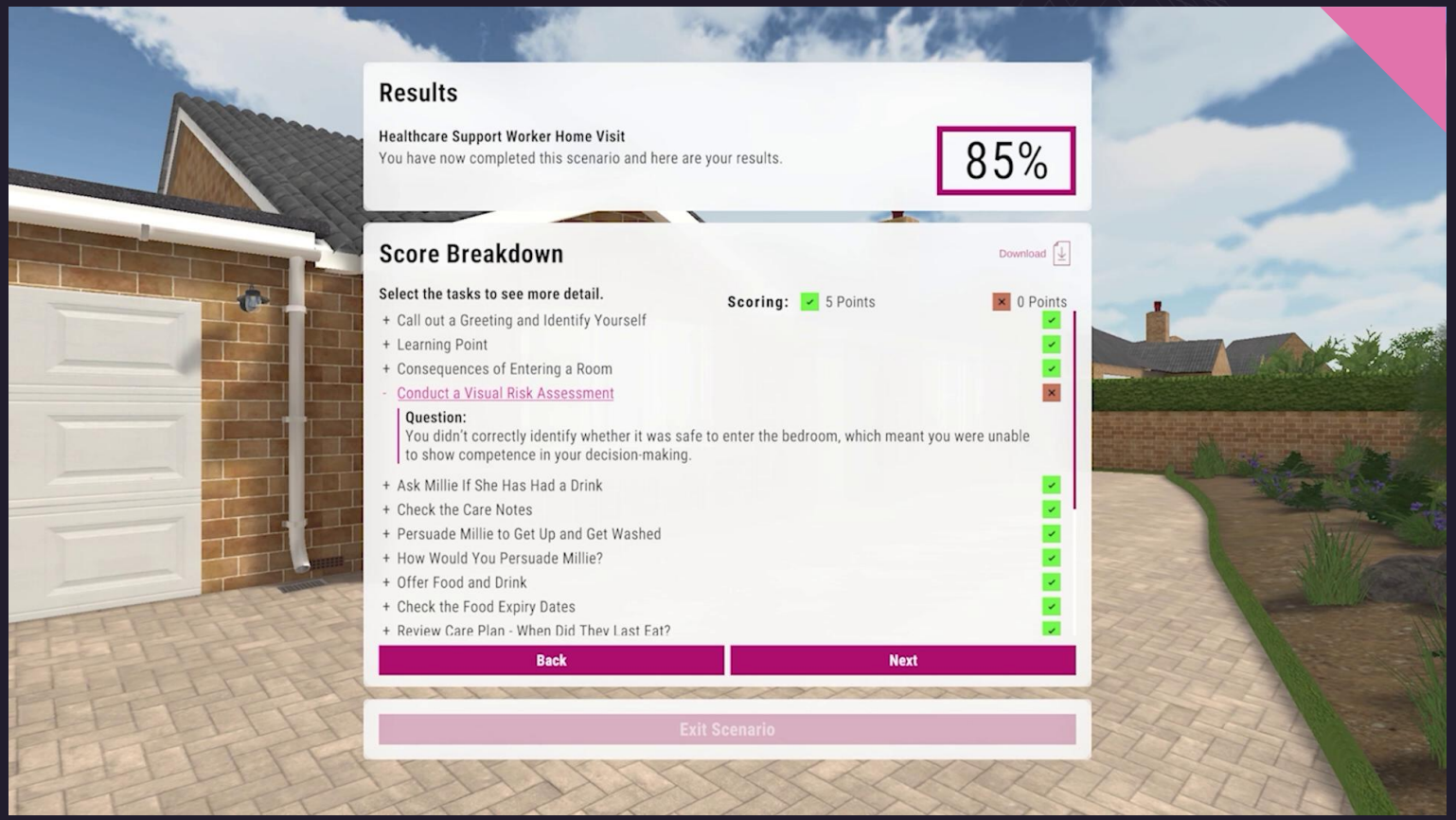


Scenario results

Score breakdown

At the end of the scenario the learner will get a breakdown summary of their overall scores.

This can be downloaded to be saved and/or printed by clicking on the ‘Download’ button at the top right of the Score Breakdown panel.



Scenario 1 | **Healthcare Support Worker - Home Visit**

Introduction

Role: Healthcare Support Worker

Location: Home

Scenario Overview: This scenario is based in a service user's home and the learner assumes the role of a health care support worker, with a task to carry out observations on a service user and assist with tasks around the home.

Tasks

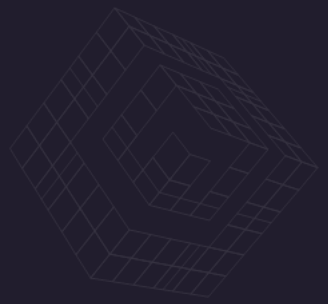
In this scenario you will be required to carry out the following tasks:

- Reviewing notes
- Safe entry to service user's home/bedroom
- Conducting a visual assessment
- Check for tasks to be completed and checking care notes
- Housekeeping in the bedroom
- Tidying up the kitchen
- Flag concerns





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