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# Maternity Support Worker Level 4

# Skills Passport

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TRUST LOGO**

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| **Version** | **Reviewed by** | **Date** |
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**Welcome to your Maternity Housekeeper passport**

This is a standardised training passport for all Maternity Housekeepers across the South East and has been developed to provide continuity. Maternity Housekeepers can use this to ensure they are compliant with all their training needs year after year. They will be able to monitor their development and transfer their training between various trusts within the South East.

**Definition of a Maternity Housekeeper (Level 2)**

“Maternity housekeepers provide support to teams who provide direct care for women, babies and their families throughout their maternity journey, working specifically to support the creation of safe environments that enhance service delivery and promote the health and wellbeing of those within maternity services”

**Definition of a Maternity Support Worker (Level 3 & 4)**

“Maternity support workers assist with caring for women, babies and their families throughout their maternity journey, working under supervision and within agreed guidelines and protocols when providing care to women and their families”

**Trust Information**

*Insert Text here – Anything specific for the trust training*

**Role Descriptor: Level 4 Maternity Support Worker**

Utilises enhanced skills across the range of maternity services to support specialist and multidisciplinary teams including, but not limited to: midwives, health visitors, safeguarding lead nurses, mental health nurses, psychologists, psychiatrists, social workers, general practitioners, prison officers and other key and peer-support workers.

**Scope of role**

Level 4 MSWs support the delivery of integrated maternity services to women and their families during pregnancy, labour and the postnatal period. This role is an extension of the Level 3 MSW. The role holder will liaise with a number of community and hospital-based services to enhance the service offered to women and their families through the direct delivery of care, and as a point of contact for support or signposting. Level 4 MSWs are key members of the maternity team, providing support to women and families who have complex care and support needs.

**Leadership**

The role holder is able to delegate tasks appropriately to others. They are able to evaluate their own and other’s practice and suggest and implement changes to improve service delivery. Level 4 MSWs may have day to day supervisory responsibilities for other support workers working at levels 2 and 3 and they may also have line management responsibility, as determined by their employer.

**Contextual knowledge**

The role holder will have a detailed knowledge of the scope of their role and that of others within the multidisciplinary team. This will include cross professional knowledge which will enhance intra and interprofessional team working. Through their practice, they will apply a working knowledge of contemporary public health and health promotion initiatives, legal and ethical frameworks, and demonstrate understanding of wider health and social care issues and policy that impacts upon service delivery and provision.

**Process knowledge**

The role holder will have enhanced skills in their area of work, which may include specialist practice areas. They will demonstrate a high degree of technical proficiency and contextual knowledge whilst undertaking both routine and complex tasks and activities. They will make judgements requiring comparison and evaluation of options to inform decision making and effectively perform their role. They will be required to document appropriately, detailing actions taken, where support has been sought from suitably qualified practitioners, referrals have been made or where concerns have been escalated. They engage in, recommend, promote and lead audits or surveys to support service improvement.

**Personal and professional values and behaviours**

The role holder will be able to independently plan individual and team tasks or activities, prioritising own workload and ensuring effective and appropriate delegation and referral to others. They will apply and promote the principles of woman and family centred care in all aspects of their practice. They will demonstrate self-directed development, working within standard operating procedures, protocols and their scope of role at all times. They will assume the role of mentor or teacher within their area of practice and in relation to the scope of the other’s role. Recognising limitations within own role and practice, the Level 4 MSW will exercise appropriate autonomy and present themselves in a credible and competent manner at all times

* Timeline

  Description automatically generated**Activities may include**
* Supporting the smooth running of maternity services including clinics, day assessment and maternity triage by locating and filing notes, preparing documentation, general housekeeping, stock rotation and ordering
* Undertake basic care tasks including supporting hydration and dietary needs of women and their babies including documenting hydration and micturition on fluid balance charts
* Preparing women for clinical examination and tests including screening and immunisations and acting as chaperone, if required.
* Routine maternal and neonatal observations including BP, temperature, respirations, urinalysis, weighing, maternal and neonatal phlebotomy, infant feeding support, leading and supporting routine clinics e.g. GTT, public health promotion and education either as a group or on a one to one basis, including antenatal classes.
* Planning care in partnership with women and registered practitioners
* Training and teaching
* Appraisals
* Providing advice to support discharge of women and babies from maternity care settings
* Providing specialist support to women and families with complex needs
* Leading and coordinating support worker teams and service improvement initiatives.

## No sign with solid fillTasks that you cannot perform as a MSW

The following set of tasks must not be performed by Maternity Support Workers.

* Maternal history taking.
* Booking.
* Diagnose pregnancies.
* Monitor progress of pregnancies.
* Give information and advice on pain relief.
* Diagnose onset of labour.
* Monitor progress of labour including maternal and fetal wellbeing.
* Monitor the birth process.
* Obtain consent for invasive procedures.
* Antenatal assessment of a woman.
* Abdominal/speculum/vaginal examination of a woman.
* Assessment of uterine activity.
* Auscultation of a fetal heart.
* Drawing up of an injection.
* Run through an intravenous infusion.
* Administration of any medication.
* Attachment of a fetal monitor.
* Interpretation of a cardiotocograph.
* Fetal blood sampling.
* Assisted delivery.
* Delivery of a baby.
* Episiotomy.
* Perineal repair.
* Assess the Apgar score.
* Initial examination of the newborn.
* Insertion of a nasogastric tube.
* Assess postnatal or postoperative recovery.
* Postnatal examination of the woman.
* Removal of skin staples and sutures.
* Mentor student midwives.
* Transfer/discharge postnatal examination of the baby.
* Discharge and transfer of care.

## Assessor Signatories’ Sheet

This MUST be completed by all assessors whose signatures appear in this document.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name**  **(Please Print)** | **Job Title** | **Place of Work** | **Initials** | **Signature** |
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**When signing supervised practice, it is acceptable for the Maternity Support Worker to have further supervision and supervised practice as necessary to practice** and improve their skill before being finally signed off as competent. When signing off as competent, both you and the Maternity Support Worker are agreeing that the Maternity Support Worker is capable to perform these tasks safely.

## Mandatory Training

**Qualifications and date completed**

|  |  |  |
| --- | --- | --- |
| **Qualifications** | **Date completed** | **Signed** |
| Care Certificate |  |  |
| Functional Skills |  |  |
| Higher Level Apprenticeship |  |  |
| Level 2 English & Maths |  |  |

**“Tell me and I forget, Teach me and I remember, Involve me and I learn.” – Benjamin Franklin**

**Annual Training record**

**Your trust will specify what training you are required to complete yearly, 2 yearly and 3 yearly. These can be documented below and on the following page.**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Training** | **Year** | | | | | | |
| **20….** | **20….** | **20….** | **20….** | **20….** | **20….** | **20….** |
| Screening (e-LfH) |  |  |  |  |  |  |  |
| Immunisations (e-LfH) |  |  |  |  |  |  |  |
| Legal and ethical frameworks (e-LfH) |  |  |  |  |  |  |  |
| Anatomy and physiology (e-LfH) |  |  |  |  |  |  |  |
| Statutory and Mandatory training (e-LfH) |  |  |  |  |  |  |  |
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**Completion and Sign Off**

Date ……………………………………….. Staff Signature ……………….. Manager Signature ………………………………

**Learning and Training Package continued**

**One off training**

|  |  |  |
| --- | --- | --- |
| **Training** | **Date completed** | **Signed** |
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## Probationary Reviews

When you start at a new Trust you will have to pass a probationary period. You can ask your manager to sign this section when your probation is complete.

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| --- | --- | --- | --- |
| **Trust** | **Start Date of contract** | **Signed** | **Name & Date** |
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## Summary of Educational Activities

(Workshops, Conferences, Study and Focus Days)

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| --- | --- | --- | --- | --- |
| **Date** | **Activity Presented** | **Venue** | **Topic** | **Duration (hrs)** |
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## Maternity Support Worker Competencies

**Domain One: Supporting women and families How you support women and their families, providing care throughout their maternity journey**

**Competency One: Create effective and supportive relationships with women and their families to enhance the provision of personalised and safe woman centred care**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Positive relationships | Develops, manages and maintains positive, appropriate relationships with women, their partners, families and carers, demonstrating respect, kindness, compassion and empathy at all times. |  |  |  |
| Indicator 2  Woman-centred care | Consistently employs strategies to promote personalised, informed decision-making when planning, implementing and evaluating care activities. Tailors information to meet women’s needs, including where complex care and support needs exist. |  |  |  |
| Indicator 3  Empowering others | Shares knowledge and teaches skills that empower women and their families to safely and effectively care for themselves |  |  |  |
| Indicator 4  Consent | Understands and gains valid consent prior to action or providing care. |  |  |  |

**Competency Two: Understands the Maternity Housekeeper’s scope-of-practice and works within limits of own competence and authority**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Acts with integrity | Demonstrates leadership by advocating with or on behalf of women, their families and/or colleagues, within scope of role. |  |  |  |
| Indicator 2  Professionalism | Understands own responsibility and accountability when forming a judgement of an individual’s health or social condition, uses factual and theoretical knowledge as a basis for decision making, and escalates concerns appropriately to the MDT. |  |  |  |
| Indicator 3  Implementing care | Within scope of role, discusses care plans with women prior to implementation, offering an informed perspective and an evidence-base to optimise a personalised experience. |  |  |  |
| Indicator 4  Reporting, referring  and escalating concerns | Gathers and interprets relevant information and forms a judgement on the improvement or deterioration in the physical, mental or behavioural condition of women/babies. Responds by referring or escalating concerns to an appropriately registered practitioner. |  |  |  |

**Competency Three: Contribute positively to a culture of team working, maintaining effective working relationships to maximise quality of care**

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| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Planning and  evaluating care | As a member of the MDT, actively participates in the planning, development and evaluation of personalised care plans by offering objective clinical or evidence-based information to inform planned activities |  |  |  |
| Indicator 2  Team working | Understands the challenges of providing integrated care for women and their families. As a key member of the team demonstrates initiative and leadership where required. |  |  |  |
| Indicator 3  Continuity of carer | Consistently applies the principles of continuity of carer when making judgements related to supporting women with complex needs and when referring or transferring care back or on to registered practitioners or specialist teams. |  |  |  |

**Competency Four: Notice and respond appropriately to the changing needs of the woman and her family**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Safeguarding | Independently undertakes agreed risk identification and assessment activity, within scope of role, in accordance with local and national safeguarding pathways. |  |  |  |
| Indicator 2  Signposting | As a key member of the MDT, arranges access to services to support personalised care plans, referring women and their families to agencies and services appropriately. |  |  |  |
| Indicator 3  Supporting  vulnerable women,  families and those  with additional needs | As a member of the MDT, within scope of role, undertakes assessments, manages and supports the implementation and evaluation of care plans for vulnerable women and their families and those with additional needs. |  |  |  |
| Indicator 4  Caring for the family  unit | Acts sensitively, compassionately and respectfully in situations where the family unit is separated and/ or where mothers and/or babies are critically ill, making sure updates and information sharing with affected family members is accurate and relayed by the appropriate team member. Ensures tasks which separate families are kept to a minimum and are carried out with kindness and empathy. |  |  |  |
| Indicator 5  Bereavement and loss | Acts sensitively, compassionately and respectfully during times of bereavement or loss. Seeks out preferences of bereaved women, partners and families before providing care and follows bereavement care plans/ pathways, within scope of role. |  |  |  |

**Domain Two: Public Health: prevention and health promotion**

**How you support women and families to make healthy choices**

**Competency Five: Promote a culture of health and well-being through providing information, advice and support to enable healthy lifestyle choices for all, whilst understanding the causes of ill-health related to women of childbearing age and their families**

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| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1 Influences on public health | Understands that social and cultural influences, individual circumstances, capabilities, behaviours and lifestyle choices impact on health outcomes |  |  |  |
| Indicator 2 Public health promotion | Understands the aims and principles of health promotion, protection and improvement and the importance of related strategies. |  |  |  |
| Indicator 3 Makes every contact count | Appreciates the importance of recognising and supporting physical and emotional health and wellbeing and makes every contact count through actively encouraging women and their families to talk about their health and wellbeing |  |  |  |
| Indicator 4 Supporting behaviour change | Applies principles of behaviour change within individualised contexts to enable personalised discussion, sensitively communicating complex, and/ or potentially challenging information to women, if appropriate, to facilitate change. |  |  |  |
| Indicator 5 Personal health and wellbeing | Recognises the importance of maintaining own health, wellbeing and resilience to ensure that personal performance and judgement is not affected by ill-health. |  |  |  |

**Competency Six: Actively engage with public health initiatives**

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| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Screening | Understands the importance of health screening, and, within scope of role, can assist in the provision of evidencebased information, advice and guidance to enhance choice and consent for participation in national antenatal and newborn screening programmes. |  |  |  |
| Indicator 2  Immunisation | Understands why individual, herd, passive and active immunity acquisition are important and, within scope of role, can assist in providing evidence-based information, advice and guidance to enhance choice and consent for participation in common immunisation programmes. |  |  |  |
| Indicator 3  Infant feeding | Independently provides evidence-based information, advice and guidance to optimise infant feeding and the health and wellbeing of the mother and her family. Evaluates the progress of women and babies on identified infant feeding pathways and enacts adjustments using own judgement, updating the MDT of changes agreed. |  |  |  |

**Domain Three: Personal and clinical skills**

**How you develop and use your skills to care for women and their familiesCompetency Seven: Provide and monitor care safely and effectively**

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| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Safe practice | Demonstrates safe, evidence-based practice in all skills and procedures stated within job description. |  |  |  |
| Indicator 2  Time management | Recognises where elements of care can be appropriately delegated to other colleagues, or entrusted to women or family members to support effective time management and safe care. |  |  |  |
| Indicator 3  Providing care | Working as a member of the MDT, uses a range of clinical information to inform a judgment on the effectiveness of an existing care plan and the requirement to immediately escalate concerns to a registered practitioner or to make a referral back to the MDT for review. |  |  |  |
| Indicator 4 Prioritising care | Understands the impact of complex care needs and other factors when prioritising care activities across a group of woman or babies within their own or the team’s defined workload. |  |  |  |
| Indicator 5 Emergency care | Recognises an obstetric or neonatal emergency, summons assistance and acts as a member of the MDT within parameters of own competence and defined role. In settings where a registered practitioner is not present, initiates immediate first aid whilst awaiting the arrival of appropriately qualified practitioners. |  |  |  |

**Competency Eight: Communicate clearly and accurately using a range of written, verbal and non-verbal methods, maintaining confidentially and upholding the principles of data protection at all times**

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| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1 Confidentiality and data protection | Understands the importance of accessing, maintaining and storing documentation relating to care, in accordance with local guidance and in accordance with legal requirements for maintaining confidentiality and data protection. |  |  |  |
| Indicator 2 Record keeping | Keeps complete, clear, accurate and timely records, utilising digital platforms as required. |  |  |  |
| Indicator 3 Methods of communication | Uses judgement to select and utilise appropriate technology and other communication aids to support women to be active participants in their care experience. |  |  |  |
| Indicator 4 Effective communication | Communicates complex information in a clear, accurate, unambiguous and timely manner to women and their families and across the MDT, checking understanding by using mechanisms such as clarifying and reflecting back. |  |  |  |

**Competency Nine: Maintain and develop knowledge, skills and behaviours through training and education to include local mandatory training**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1 Undertakes training | Identifies training requirements relevant to role, including identifying and undertaking mandatory training when required. |  |  |  |
| Indicator 2 Maintains knowledge | Explains the importance of using good-quality research to inform evidence-based practice and of lifelong-learning in maintaining a contemporary awareness of best-practice. |  |  |  |
| Indicator 3 Seeking feedback and reflection | Actively seeks feedback related to personal performance to enhance own practice. Provides constructive feedback to others to enhance team performance. |  |  |  |

**Competency Ten: Participate in the teaching, training and mentoring of staff within the scope of the Maternity Housekeeper role and responsibilities and in collaboration with the multi-disciplinary team**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1 Role modelling | Advocates for MSWs and their development needs in order to fulfil their role and optimize their contribution to maternity services. |  |  |  |
| Indicator 2 Mentorship | Is active in teaching and mentoring trainee maternity housekeepers, trainee maternity support workers and other health care professionals, developing resources and activities to support learning. |  |  |  |

**Domain Four: Creating safe environments**

**How you create safe environments for yourself, your colleagues, women and their families**

**Competency Eleven: Work within organisational policies and procedures to ensure maintenance of safe working practices for women, their families and colleagues**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Organisational values | Actively contributes to the development, application and evaluation of organisational aims, objectives, policies, guidelines and values in practice |  |  |  |
| Indicator 2  Legal and ethical  responsibilities | Contributes to the development of systems to promote knowledge, understanding and adherence to legislation, standards, policies, protocols and values that underpin national and local provision of health and care. |  |  |  |
| Indicator 3  Health and safety | Ensures the health and safety of other team members by assuming collective responsibility for team risk assessment, precautions and escalation of concerns. |  |  |  |
| Indicator 4  Courage and candour | Understands the importance of courage and candour, recognising and reporting situations, behaviours or errors that could result in poor outcomes for women and their families |  |  |  |

**Competency Twelve: Assist in the maintenance of a safe working environment through the efficient use of resources to support the smooth running of the area, having due regard for the health, safety and welfare of self and others**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Safe environment | Ensures own actions promote a positive and safe working environment and culture. Including checking the clinical area for hazards and equipment for safety and ensuring that each woman feels safe and knows how to access support if required. |  |  |  |
| Indicator 2  Infection control | Supports others to understand the principles and practices that underpin infection control principles. |  |  |  |

**Competency Thirteen: Participate in initiatives to enhance service provision**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1  Service improvement | Leads service improvement activities such as collecting, collating and evaluating service user feedback, audit, research and benchmarking activities, within the MDT |  |  |  |

**Competency Fourteen: Recognise and respect equality and diversity, demonstrating an inclusive approach in all environments**

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| --- | --- | --- | --- | --- |
| **Indicator** | **Explanation** | **Assessment completed** | **Date**  **Sign off** | **Signature of Assessor** |
| Indicator 1 Recognises and reacts to discrimination | Promotes equality and challenges discriminatory behaviour with particular reference to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. |  |  |  |
| Indicator 2 Awareness of implicit bias | Does not project own experiences and values onto others and demonstrates understanding of own role and contribution in creating inclusive, equitable care. |  |  |  |
| Indicator 3 Respects diversity | Recognises when a woman’s capacity and/or vulnerability will affect her ability to make decisions about her own or her baby’s care, or to give consent. Understands need to escalate to an appropriately qualified practitioner. |  |  |  |
| Indicator 4 Widens access to care | Can apply the principles and processes for making reasonable adjustments and supporting equality of access to care services.. |  |  |  |

***I can confirm that the assessed has successfully demonstrated competency and safe practice through by completion of all competencies required.***

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| --- | --- | --- |
| **Name of Maternity Support Worker:** | **Signature:** | **Date:** |
| **Name of Assessor:** | **Signature:** | **Date:** |

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| --- | --- | --- | --- | --- |
| **Additional Skills** | **Safe demonstration of skill and considered competent** | | | |
| **Maternity Housekeeper** | | **Assessor** | |
| **Date** | **Signature** | **Date** | **Signature** |
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## Final Sign off

***I can confirm that the assessed has successfully demonstrated competency and safe practice through by completion of all competencies required.***

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| **Name of Maternity Housekeeper:** | **Signature:** | **Date:** |
| **Name of Assessor:** | **Signature:** | **Date:** |

## Concerns

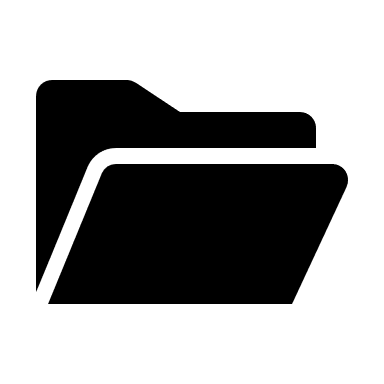
If you have any concerns regarding your training, please speak to:

Name: [Name]

Phone: [Telephone]

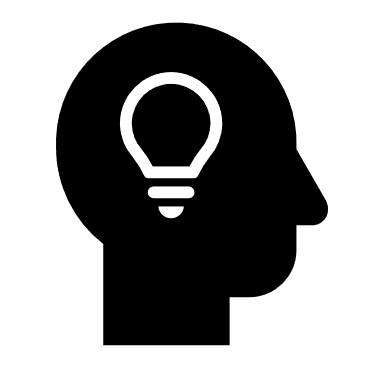
Email: [Email address]

## Career Development

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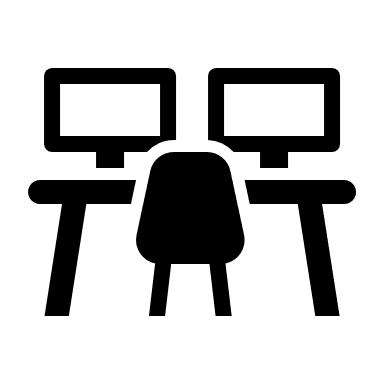
**Portfolio**

You should continue to gain evidence of your progression and training throughout your career.

****

**Apprenticeships**

Please discuss with your manager regarding courses and apprenticeships that are available within your Trust.

****

**Further Training**

To continue to take up opportunities to develop and learn new skills. Working in different areas within the maternity services.

**Feedback**

You should request feedback from colleagues and patients using the forms below for your portfolio.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Feedback Forms**   |  |  | | --- | --- | | **Feedback:** | | |  | | | Date |  | | Maternity Housekeeper Signature |  |  |  |  | | --- | --- | | **Feedback:** | | |  | | | Date |  | | Maternity Housekeeper Signature |  | |  |  | **Feedback Forms**   |  |  | | --- | --- | | **Feedback:** | | |  | | | Date |  | | Maternity Housekeeper Signature |  |  |  |  | | --- | --- | | **Feedback:** | | |  | | | Date |  | | Maternity Housekeeper Signature |  | |
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**TRUST LOGO**