

Terms of Reference for the Cavendish Review

The purpose of the Cavendish Review is to look at how the training and support of healthcare and care assistants can be improved, so that patients can receive the best care.

The objectives of the Cavendish Review are to:

- consider what can be done to ensure that all people using services are treated with care and compassion by healthcare and care assistants in NHS and social care settings
- make recommendations about the recruitment, training, management, development and support of those staff, who do a challenging but vital job in health and care settings

The main questions the review will be exploring are:

Recruitment:

- how can recruitment be strengthened to place the right people, with the right values, in the right setting?

Training and development:

- what further action is needed to raise training standards (including induction training), building on the minimum training standards recommended by the sector skills councils?
- how do we ensure that the people get the right training, development and feedback to provide compassionate and competent care in busy working environments?
- How do we ensure there is consistency in training standards which provide transferable competences and qualifications?
- what ladder can be put in place to enable people to progress to their potential, including senior health/care assistant roles and, where people wish to, enabling them to become registered professionals?

Leadership, management and supervision:

- on the job, do staff have role models with the right values?
- what kind of management and supervision do the best settings exemplify?

Engagement and Support:

- what support do staff need to fulfil roles which can be emotionally draining, including ensuring that their work is properly valued?

Public confidence and assurance:

- what changes would make people using services, families and carers feel more confident in the service, with greater clarity on the roles staff have and their levels of training?
- what information would support greater public accountability for employers as to their investment in ensuring a suitably trained and qualified, well supported workforce?