





Mental health nurse – 24 years

MSc Management and Leadership 2012 – Sheffield
Hallam

New challenge – Research fellow

De Montfort University, Leicester

Adult wards

PhD opportunity

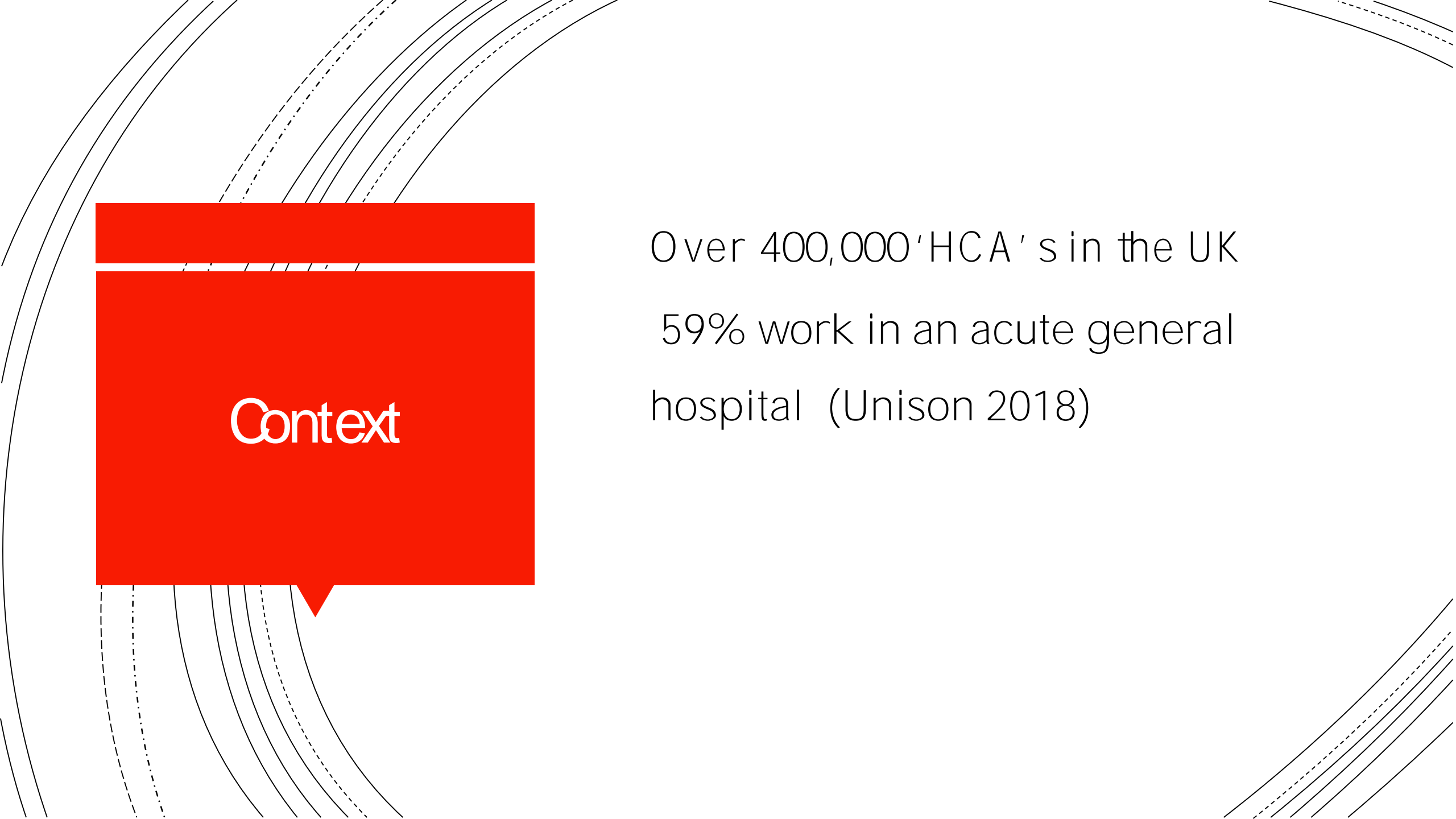
HCAfield

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Role – washes, feeding, pressure area monitoring, clinical observations, other nursing support

Wards - four bays, a central nurses station, side rooms, etc

HCA based in a bay with a RN for the 12.5 hour shift

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Over 400,000 'HCA' s in the UK
59% work in an acute general
hospital (Unison 2018)

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HCAAs not waiting for each
consecutive instruction ...

...

Not able to explain how they knew
what to do

Ethnography -



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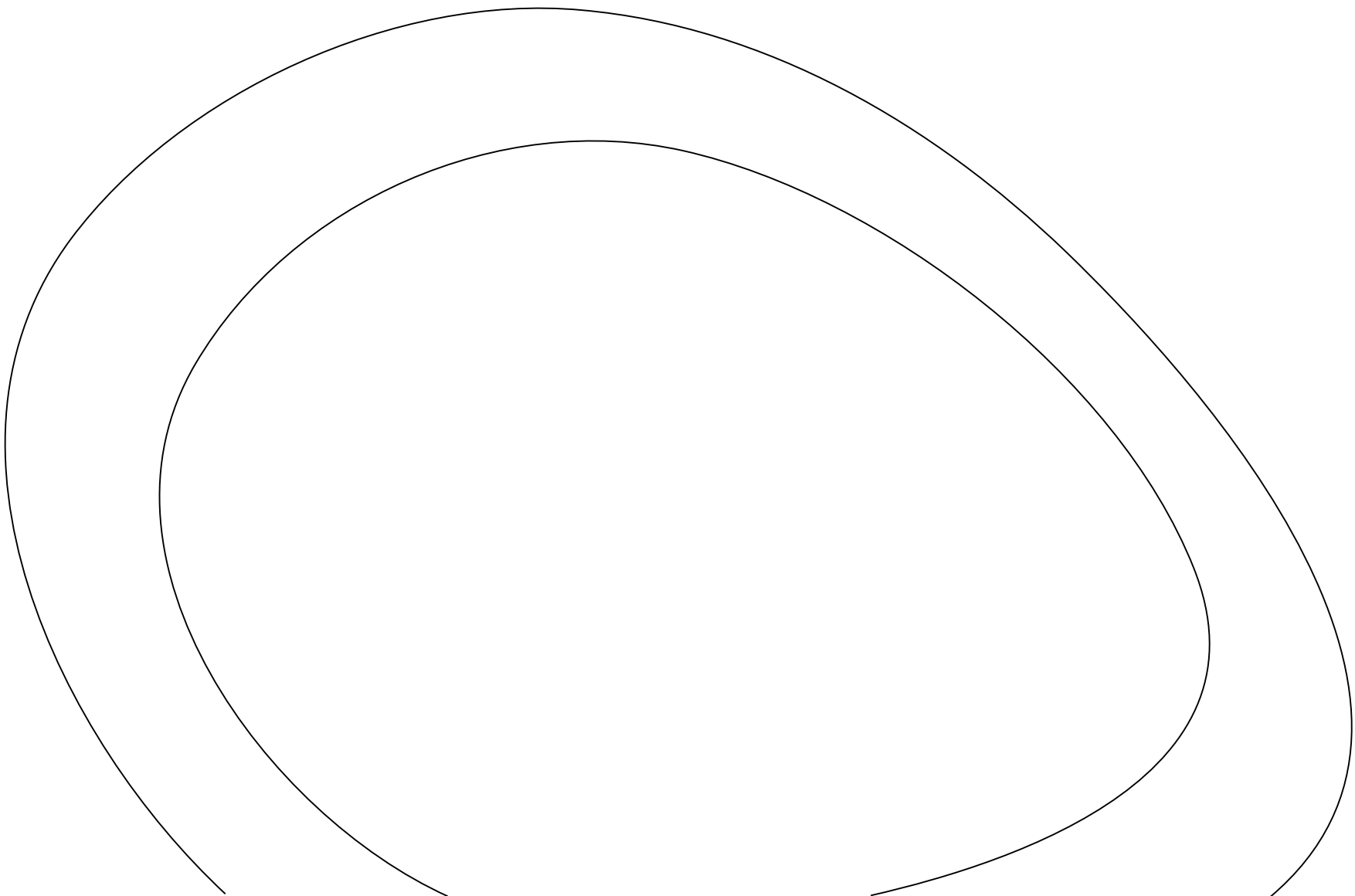
Observations followed immediately
by interviews

148 hours observations.

108 interviews.



Bays restricted their ability to work as a whole nursing team



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Shared team goal

HCA-RN Dyad

Form

Function

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Pre-shift preconceptions and
'gelling'

Hierarchical differences

Physical isolation

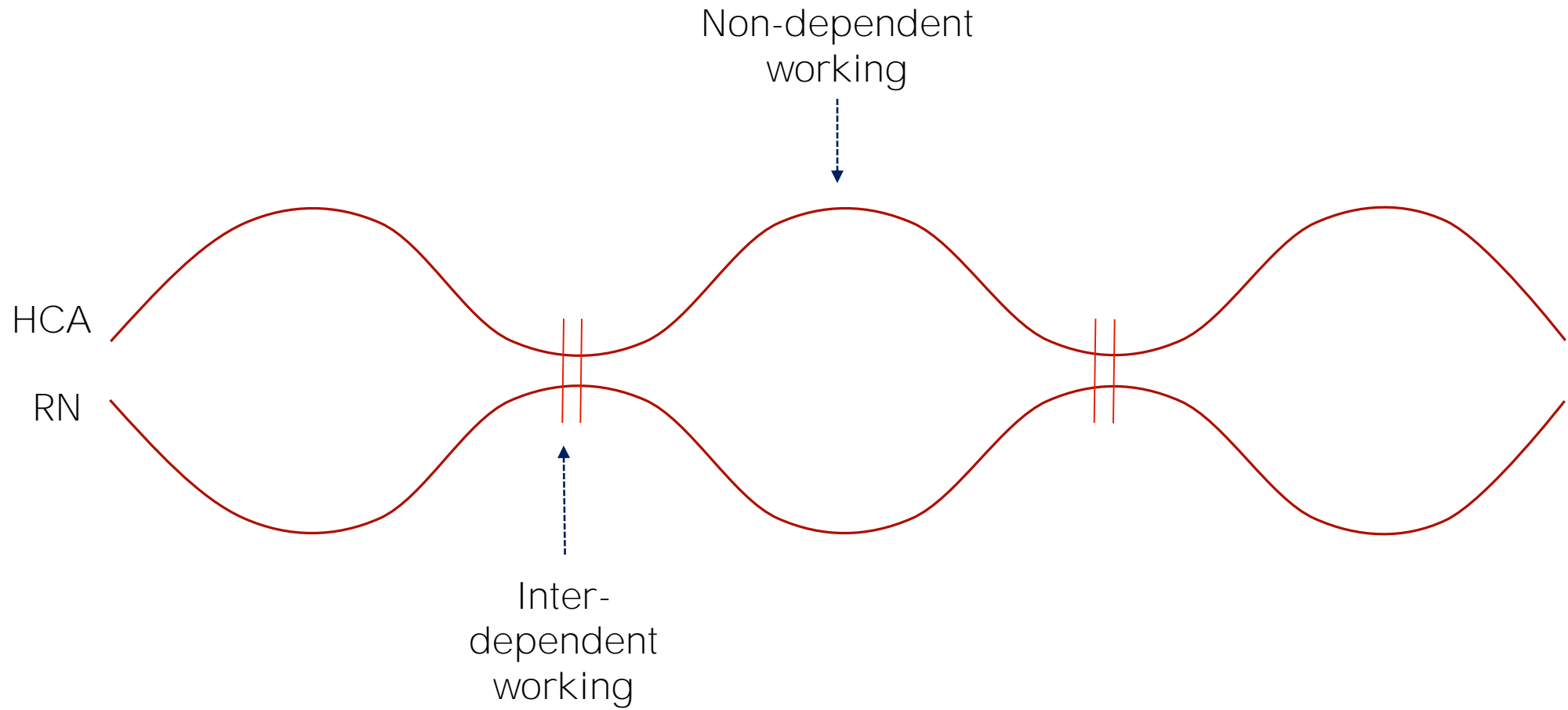
Concentrated relationships

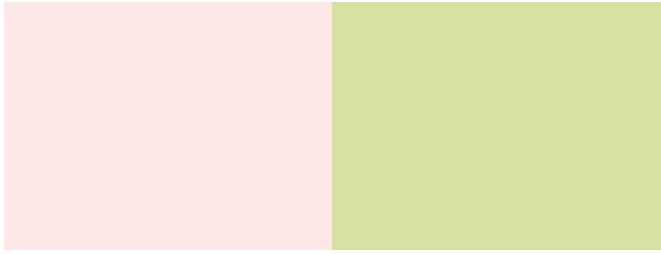


Joining and separating;

Non-dependent working

Inter-





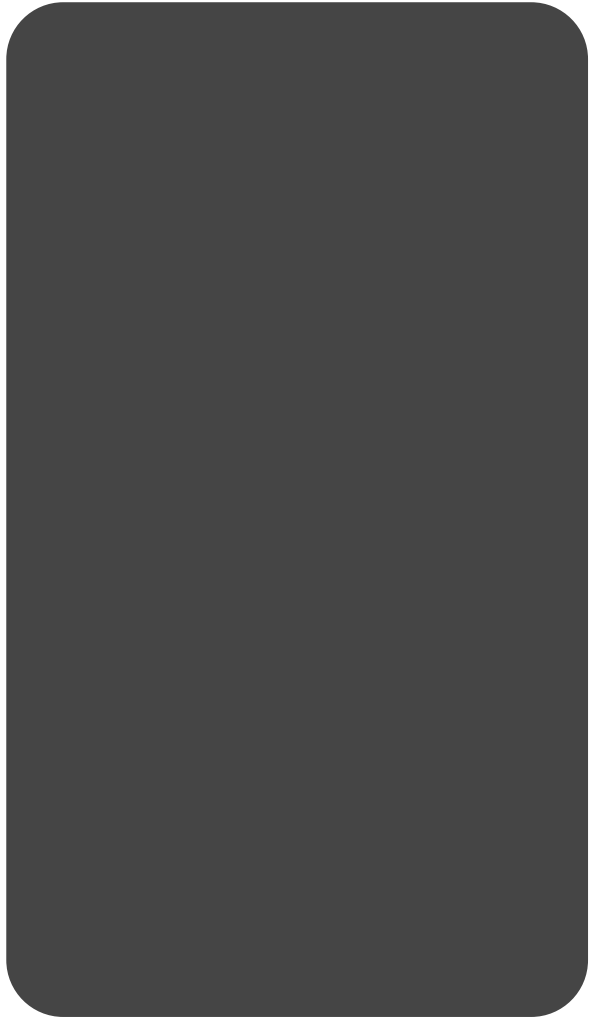
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Exchangeable and distinguishable
roles

Holding 'mini-meetings'

Beholden to the RN – asking a peer,
escalating, doing it alone

Searching for equity



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HCA - the nursing team = RN that
on that shift -

to work non-
dependently and inter-dependently

A successful dyadic team
completed all of their work on time
with no omissions.



Thank you

Rachael Carroll

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