HOW SUPPORT STAFF CAN BE HELPED TO CHALLENGE
UNACCEPTABLE PRACTICE

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Healthcare assistants (HCAs) play an increasingly important role in the provision of patient care and are well-placed to witness and challenge poor practice, yet often lack the confidence to do so. This article assesses the success of a two-day training course to empower HCAs to question their colleagues about practice, and the implications of this course for senior nurses.