

AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	P/T Physiotherapy Health care Support Worker Surgical and Obstetric & Gynaecology Units
Reports to:	Physiotherapy Team Lead, Surgical and Obstetric & Gynaecology Units
Accountable to:	AHP Lead and Manager
Department, Ward or Section:	Physiotherapy
Directorate:	Clinical Support Services, Raigmore Hospital
Job Reference:	SSCLSSRAIGPHYS61
No of Job Holders:	1
Last Update (insert date):	4/6/20

2. JOB PURPOSE

To assist qualified Physiotherapy staff in the provision of effective and efficient Physiotherapy services within the Surgical and Obstetrics & Gynaecology Units, Raigmore Hospital.

To accept patients referred by a Physiotherapist, implement treatment programmes and carry as own patient caseload as directed by a qualified Physiotherapist and according to set treatment protocols. Monitor patient progress and report back to the Physiotherapist.

To undertake some general and specific admin duties to support the smooth running of the team.

To provide cover in the hydrotherapy pool on a planned /unplanned basis.

To undertake some cleaning duties within the department, ensuring compliance with relevant NHS Highland Policies.

3. DIMENSIONS

Raigmore Hospital is a modern, 452 bedded Acute District General Hospital. It provides a wide range of acute Medical and Surgical services for mainly residents of the Highlands, Western Isles and West Grampian. Given the large tourist population to the area many extra contractual referrals are also received. Clinical Services include: Orthopaedics, General Surgery, Vascular Surgery, ENT, ITU, HDU, CCU, Young Adult Rehabilitation Unit, Renal, Rheumatology, Stroke Unit, Respiratory/Infectious Diseases Unit, General Medicine, Elderly Medicine, Paediatrics, Obstetrics & Gynaecology and Oncology.

The post holder is based within the Surgical and Obstetric & Gynaecology units and provides skilled assistance to Physiotherapy staff across these units.

The Surgical Unit and Obstetric and gynaecology Units comprise approximately 150 beds spread over 9 wards.

Consultants provide a wide range of Surgical services. The Surgical Unit covers specialities of: General Surgery, SHDU, Upper and Gastro-intestinal, Colo-rectal, Urology, Breast and Reconstructive Surgery, Vascular and amputee rehabilitation

The Obstetrics & Gynaecology unit comprises 40 beds spread over 3 wards - a Gynaecology ward, 2 Obstetric wards plus a labour suite and Obstetric Day Case Unit.

The 13 bedded ENT Unit provides head and neck, ear, nose and throat surgical services.

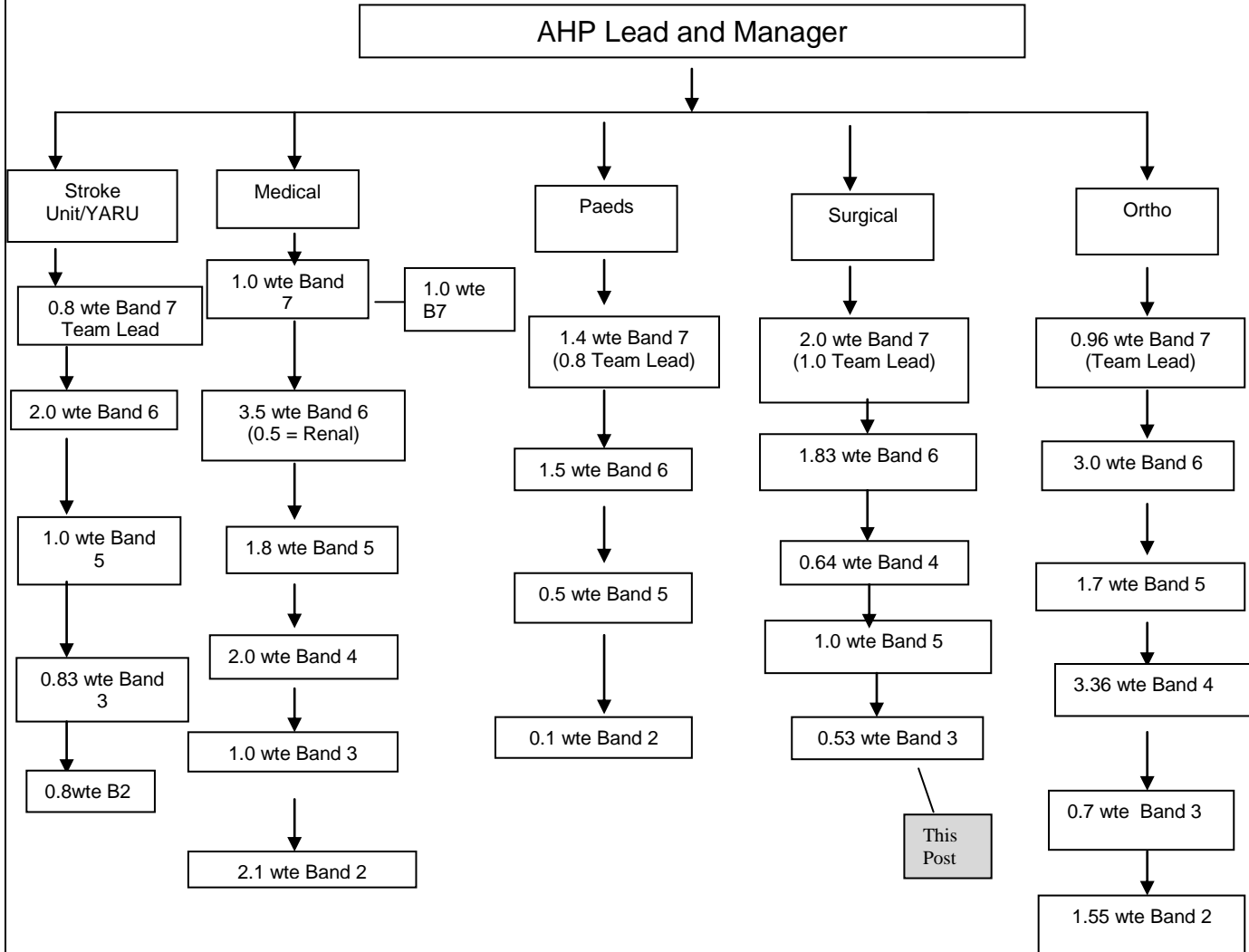
ITU is an 8 bedded unit. It provides specialist care & services for mainly patients who require ventilator/respiratory support.

Physiotherapy treatment is mainly provided within the wards; however, staff also use the Physiotherapy Department, where appropriate. Physiotherapy Department facilities include a hydrotherapy unit, gymnasium, treatment cubicles, continence/private room, consulting rooms. Internet facilities are available. The department is well equipped in both rehabilitation equipment and a range of electrotherapies.

The Physiotherapy staffing establishment on these units is 6.0 wte (see organisational chart overleaf).

4. ORGANISATIONAL POSITION

Raigmore Physiotherapy Department Organisational Chart (June 2020)



5. ROLE OF DEPARTMENT

Chartered Physiotherapists use their expertise and skills in assessment, movement, exercise, electrotherapy, facilitation techniques and manipulation to effectively treat, rehabilitate and advise clients with a wide range of health problems. They work with people of all ages who have lost some degree of movement or ability through injury, surgery, pathological change or illness. Ultimately, the aim of Physiotherapy is to help patients resume as active and independent a lifestyle as possible through individual intervention or as part of a multidisciplinary team.

It is the objective of all Physiotherapy staff at Raigmore Hospital to provide the highest quality of patient care possible. As part of an on-going Physiotherapy departmental quality assurance programme, staff are actively involved in setting, maintaining and improving standards. This is primarily aimed at:

1. Improving the range and quality of services available.
2. Ensuring patient needs are best met.

The Physiotherapy Department also supports the undergraduate training and professional development of MSc and BSc Physiotherapy students.

The role of the Physiotherapy staff within the Surgical and Obstetrics & Gynaecology units is to provide a high standard of specialist Physiotherapy assessment and treatment in line with local and national professional guidelines.

Within their respective specialist multidisciplinary teams, the aims of Physiotherapy staff are to prevent post-operative respiratory and circulatory complications, i.e. chest infection, DVT, prevent/reduce shoulder & neck pain and stiffness following mastectomy and Head and Neck surgery, rehabilitate patients following limb amputation, improve exercise tolerance, functional mobility and reduce the need for vascular surgery in patients with peripheral arterial disease, prevent or treat respiratory, circulatory, mobility or functional problems in patients on ventilators and to provide appropriate specialist care to cancer patients with respiratory, mobility and fatigue complications following surgery, chemotherapy and/or radiotherapy.

This is achieved through devising, implementing, reviewing and/or modifying individually tailored treatment/rehabilitation programmes for each patient.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- To assist qualified Physiotherapy staff in the clinical and non-clinical aspects of the Physiotherapy service.
- To supervise and/or assist with the rehabilitation treatment programmes of patients referred to Physiotherapy following instruction from qualified staff.
- To teach, supervise and provide direction and guidance of therapeutic exercise/treatment programmes, following instruction from qualified staff e.g. shoulder exercises following breast surgery.
- To set up and/or apply a range of basic treatment modalities, including some electrotherapies following a detailed period of training, and as delegated by qualified staff e.g. application of PPAM

aid for amputee rehabilitation.

- To carry own caseload of patients with specific conditions, e.g. mastectomy, limb amputations as determined and delegated by the Physiotherapist.
- To be familiar with and carry out a range of basic outcome measure and assessment tools e.g. Tinetti for function, gait and balance.
- To undertake unsupervised work with patients, as prescribed by the Physiotherapist, following appropriate training, but to seek advice and guidance from qualified Physiotherapists, where appropriate i.e. gait training, general exercise programmes.
- To communicate and exchange information on patient status following implementation of treatment programmes and to record in patient notes, where appropriate.
- To report problems with the fitting of aids (splints, artificial limbs etc) and refer back to qualified Physiotherapists.
- Organise the provision, correct measurement and instruction in the use of equipment which has been identified by qualified staff or is part of an agreed protocol or pathway e.g. walking aids.
- To measure and apply correctly specialist rehabilitation equipment, e.g. PPAM aids for amputees and adjust for fit accordingly.
- To prepare, set up and lead the group treatment class for Intermittent Claudication and be able to instruct the group single unsupervised with distant access to qualified staff, when required following training.
- Following appropriate training and guidance, instruct patients in home exercise treatment programmes prior to discharge, ensuring safe execution of the programme. Provide appropriate printed advice leaflets e.g. rehabilitation exercise following breast care surgery – mastectomy/breast reconstruction/Lymphoedema.
- Be able to progress treatment within agreed protocols under the supervision of qualified staff.
- Be able to recognise improvements or adverse developments in the patient's condition, report to supervision Physiotherapist and document in patient records.
- To be able to give constant reassurance, guidance and continual motivation to patients, as appropriate.
- To complete, using in-house and national Physiotherapy HCSW training materials,/training pack within first 12 months in post.
- To contribute in discussion with colleagues and make suggestions regarding treatment programmes.
- To use effective communication skills, verbal and non-verbal, to communicate treatment programmes and instructions to patients who have barriers to understanding, e.g. blind, deaf, cognitive problems, unconscious.

- To assist with transition of new HCSW, qualified staff and students into the workplace, as required.
- To participate in protected learning time, CPD activities.
- To initiate and maintain a professional & Personal Development Portfolio.
- To assist in moving, handling and transfer of patients, following instruction.
- To assist in the transportation of some patients to and from the Physiotherapy department, via wheelchair, trolley or personal escort.
- To assist patients dress/undress as necessary, in preparation for/following treatment.
- To assist patients with toileting, as necessary – to/from or on/off toilet or commode.
- To prepare the patient and/or environment for treatment programmes.
- To move equipment to and from wards as directed by staff e.g. – tilt table, pedals, hoists.
- To assist with keeping treatment areas tidy, clean and safe.
- To change departmental linen, prepare laundry and check on return.
- To assist with some clerical duties, if required i.e. patient data collection, file and retrieval of Physiotherapy patient records, photocopying, answering telephone calls and taking/passing on messages in the absence of clerical/receptionist staff, arrange patient transport when needed.
- To populate the SPARG database (Scottish Physiotherapy Amputee Research Group) from the individual patient D/C Summary form for all NHS Highland amputees. Be able to understand the information required and query any anomalies. Information contributes to a National annual report.
- To have knowledge of the role of the other multi-disciplinary team members.
- Order and receipt via PCOS any equipment, supplies and/or sundries, as required, e.g. walking aids -sticks, zimmers, crutches; respiratory equipment – spirometers, BIRD circuits.

CLEANING DUTIES

- To maintain a clean and tidy environment within the Physiotherapy department.
- To be familiar with appropriate cleaning products and in which situations they should be used e.g. soap and water, disinfectant wipes, solutions of actichlor.
- To make up cleaning solutions in accordance with manufacturer's instructions.
- To ensure any piece of equipment issues to a patient is cleaned prior to use.
- Equipment should be cleaned prior to storage and inspected for cleanliness and cleaned again if necessary on removal from storage.
- Equipment must be inspected whilst cleaning for state of repair and condemned if irreparable/damaged/worn.
- To be able to appropriately dispose of dirty / foul products according to NHS Highland Waste Management Policy.

- To raise any infection control issues with AHP Lead and Manager and Health and Safety Rep.
- To keep up to date with all relevant NHS Highland Infection Control Policies.
- To alert senior staff of any issues of concern.

HYDROTHERAPY

- Check pool alarm, water level and temperature, as required.
- Check pool area and changing room temperature, as required.
- Arrange hydrotherapy new and return appointments, in liaison with Physiotherapists.
- Maintaining tidiness/cleanliness of pool environment.
- Maintain safety, raise Health and Safety awareness of users and staff.
- Set out costumes and towels.
- Help undress, if necessary.
- Help shower before entering the pool, if necessary.
- Assist towards pool – walking, chair, trolley.
- Help in to/out of pool, if necessary.
- Help with shower after treatment, if necessary.
- Assist with drying and dressing, if necessary.
- Prepare and give refreshments.
- Give adequate rests, where necessary.
- Rinse and dry costumes and towels before going to laundry.
- Tidy away costumes and towels.
- Assist Physiotherapist in the pool, with patient, if necessary.
- Any other duties consistent with the post, as may be requested by a senior colleague.

7a. EQUIPMENT AND MACHINERY

Hoists:

Standing Hoist, Encore Hoist, Turning Frame, Beds/Plinths, Wheel Chairs, Pat slide – to help lift, move or rehabilitate patients – frequently.

Walking Aids:

Arjo, Zimmer frames, Rollator frames, Elbow crutches, Walking Sticks, Gutter frame, Delta frame, Pneumatic Post Amputee Mobility Aid (PPAM) for amputee use – to help rehabilitate patients – daily.

Measuring Aids:

Measuring tapes, Stop watch, – to provide objective measurement of patient status/progress – daily.

Gym Machines:

MotoMed, Bikes, X-trainer, Stepper, Pedals, Passive Pedals - to rehabilitate patients – regularly.

Gym Equipment:

Steps, Stairs, Parallel Bars, Trampet, Wobble Boards, Wobble cushion, Sit fit, Therabands, Weights, DorsiFlexion Board, Slidy Board, IRQ Block, Gymballs, Pulleys, Cones, , Theraband hand exerciser, to improve muscle strength, joint movement, balance and function – frequently.

Hydrotherapy:

Floats, Woggles, Flippers, Paddles, Balls, Chair lift, Bed lift, Evacuation Board, Mats, Rubber Rings – to rehabilitate patients in the hydrotherapy pool – as required.

Electrotherapy:

TENS, Biofeedback, Wax Baths, Ice, – to treat soft tissue, musculoskeletal injuries/problems – apply as required.

Administrative:

Computer- for emails, intranet /internet access and for data processing. CPD activities and LearnPro statutory/Mandatory training- frequently.

Photocopier – as required for clinical, admin and training purposes – frequently.

Telephone - internal/external communication.

7b. SYSTEMS

Manual Treatment Records – written records of assessment findings, treatment plans and goals, treatments/attendances with patients/interaction with Physiotherapy staff in relation to patient care and in accordance with CSP and Departmental standards – daily.

Patient Activity Statistics – written record of patient contacts including number of new patients, total patients, attendances and treatments for use in Departmental auditing of Physiotherapy activity and for ISD purposes – daily.

Appraisal – setting and agreeing performance objectives with line manager and participating in the departmental formal appraisal process on an annual basis.

PDP – identify and work towards achieving personal development plans on an annual basis.

Training Needs Analysis – undertake with line manager on an annual basis.

Production of Rehabilitation Programme/Exercise Leaflets – using Physio tools software to produce exercise/information leaflets for patients – occasionally.

Audit Projects – participate in departmental audit projects – monthly.

Annual leave/study leave – complete and forward onto Line Manager/Head of Department – as required.

8. ASSIGNMENT AND REVIEW OF WORK

Assignment:

The post holder will assist qualified Physiotherapy staff in the provision of Physiotherapy services and implement treatment programmes within the Surgical and Obstetrics & Gynaecology units.

The post holder's caseload/workload is mainly generated by qualified Physiotherapists.

The Physiotherapist Team Lead, Surgical and Obstetrics & Gynaecology, is the post holder's immediate line manager. However, tasks may be delegated by any qualified Physiotherapist in these areas.

Clinical work carried out by the post holder is delegated, and monitored by a qualified staff member. The post holder is required to provide verbal feedback and record treatment notes following implementation of the prescribed treatment programme, especially with regards to progress and any identified problems.

The post holder is responsible for monitoring stock levels and ordering stock as required, management of laundry requirements, and contacting external departments regarding equipment requirements/repairs, where appropriate.

The post holder will manage their own day to day workload efficiently and effectively.

The post holder will undertake relevant training, including specific condition management and undertake completion of the in house Physiotherapy Support worker training package.

Review:

Team Lead Physiotherapist for general work issues, performance and personal development.

Other Physiotherapy staff who have delegated duties and responsibilities to the HCSW.

Formal performance appraisal review will be undertaken by the Team Lead/Senior Physiotherapist within the Surgical Obstetrics & Gynaecology Units. Objectives will be set, agreed and formally assessed on an annual basis. The AHP Lead and Manager will also be involved in the review process.

Advice, guidance and support is readily available at all times from qualified Physiotherapists.

9. DECISIONS AND JUDGEMENTS

The post holder will have no authority/responsibility for clinical decision making. All tasks and treatment plans will be delegated and where appropriate, supervised by qualified Physiotherapy staff.

The post holder can work unsupervised following appropriate training and senior staff are satisfied that an adequate level of competency has been achieved.

The post holder is expected to arrange and prioritise her/his own caseload, daily. – Advice and guidance will be available, if required.

Starts the group/class until the supervising Physiotherapist arrives.

The post holder may raise the need to modify / progress the treatment programme, and will bring this to the attention of the qualified staff member.

The post holder does not line manage any other staff, however, they may be required to assist with the induction of new HCSW staff and Physiotherapy students.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Being able to respond quickly in unpredictable mixed clinical and non-clinical situations.

Requirement to be flexible, adaptable and to co-ordinate work to meet the demands of the team.

Coping with a variety of clinical and non clinical tasks.

Undertaking supervised/delegated tasks where the standard or complexity of tasks may vary from one patient to another and/or one Physiotherapist to another.

Undertaking unsupervised work with patients, as prescribed by the Physiotherapy staff.

To work unsupervised during qualified staff absence which may involve having to deal with conflicting demands from the team.

Physical demands of working with immobile and often morbidly obese patients.

Dealing with enquiries, concerns and occasional physical and verbal abuse.

Hydrotherapy pool evacuation procedure, if/when a patient collapses in the pool.

Coping with the loss of a patient or terminally ill patients i.e. patients with cancers, or respiratory compromised in ITU.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will:

Patients, Relatives and Carers

- Communicate basic clinical information using a range of verbal and non-verbal skills. The communication skills of persuasion, motivation, explanation and gaining valid consent will be used on a variety of patients. Barriers to effective communication will regularly be evident including – anxiety, pain, embarrassment, fear and in many cases cognitive impairment, visual and/or hearing impairment.
- Identify and implement the most appropriate communication method depending on the individual requirements – patients with tracheostomies and/or on ventilators.
- Provide support, reassurance and encouragement to patients and their carers, where appropriate, during the rehabilitation process.
- Convey basic, condition related information regarding the Physiotherapy treatment programme in a manner and at a rate which is easily understood by patients, relatives and/or carers.
- Deal with simple, informal enquiries.

Physiotherapy Staff

- Receive information on patient diagnosis, assessment findings, treatment plans & goals, discharge plans, in verbal form. This can be highly sensitive and confidential information.
- Provide feedback on patient status (compliance with programme, progress etc.) and report any problems.
- Attend and actively participate in Physiotherapy departmental meetings, in service training sessions etc.
- Set and agree performance objectives with line manager, which are regularly reviewed and formally appraised on an annual basis.
- Maintain accurate treatment records in line with legal, departmental and professional requirements.

Multidisciplinary Team (Nursing, AHPs, Porters, Admin & Clerical staff)

- Organise patient transport to/from Physiotherapy department.
- Arrange Out Patient appointments, where appropriate.
- Provide feedback to Nursing staff /MDT on patient progress with treatment, where appropriate.
- Report any problems, accidents or incidents to Nursing staff and Line Manager.

The post holder is also expected to maintain a level of Information Technology relevant to all areas of work.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

Lifts weights 5 –15 kgs, moves equipment, moves adult inert limbs, supports adult patients whilst walking. Uses hoists. Tilt Table, wheelchairs, Amputee aids.

Required to bend, kneel, crouch, - **Daily, short bursts, occasionally in a confined space.**

Rehabilitates frail, elderly, respiratory compromised patients using a variety of walking aids – daily.

Mental

Some short periods of concentration during treatment sessions daily. Observes patients responses to treatment – elderly, frail, vulnerable.

Ensures communication even with difficulties and barriers and impaired understanding – i.e patients with tracheostomies/and/or on ventilators **Daily basis.**

Emotional

Varied workload across the units.

Care of terminally ill patients in oncology unit, working with families providing emotional support and practical solutions to home care.

In the ITU with critically ill patients carrying out treatment such as passive exercises, or early rehabilitation.

Working with depressed and distressed patients following limb amputation, patients with depression, withdrawn who require empathy, and sensitive handling - **Daily basis short periods.**

Environmental

Confined spaces at times.

Contact with body fluids –urine and faeces, sputum. Required to undress/dress patients in preparation for hydro pool therapy. Required to clean and tidy department and equipment.

Dealing with patients who are MRSA or C-Dif positive – taking isolation precautions.

Occasional verbal, physical aggression from patients and carers - **Daily short periods.**

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Good all round general education (E)

Competent swimmer (E)

Previous experience of working with patients in any NHS/ care environment (D)

Physically fit (E)

Completion of the in-house Physiotherapy Support Workers training pack (within the first 12 months in post)

Have a relevant HNC / SVQ Level 3 Certificate, i.e. Health care, Social care or be prepared to work towards gaining an SVQ qualification or equivalent.

Personal

Mature bright personality.

Responsible and caring.

Ability to communicate with patients with impaired abilities.

Able to demonstrate empathy, motivate and persuade patients to comply with treatment.

Good organisational skills.
Able to work as part of a team.
Ability to manage own caseload.
Good interpersonal and communication skills.
Previous Moving and Handling training (D)
Basic 1st Aid / life saving (D)

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: