

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME
JOB DESCRIPTION TEMPLATE**



1. JOB IDENTIFICATION

Job Title:	Healthcare Support Worker
Reports to:	Senior Charge Nurse
Department, Ward or Section:	Migdale Hospital
Operational Unit/Corporate Department:	North and West Division
Job Reference:	NRSUTHLAWSNURS27
No of Job Holders:	N/A
Dated:	July 2021

2. JOB PURPOSE

As part of a multidisciplinary team the postholder will carry out routine personal care duties for patients in support of and supervised by a registered nurse. Carry out assigned duties to maintain hygiene, health, and safety within the ward environment as well as when doing unsupervised duties, e.g. escorting patients to and from and at clinics on or off site in accordance with their auxiliary training.

To assist qualified nurses in the delivery of high standards of care to patients and their families.

3. DIMENSIONS

To provide a high quality, safe and supportive environment in order to care for patients/clients/relatives/staff within Migdale Hospital. The post holder has responsibility for:

Environment of Care

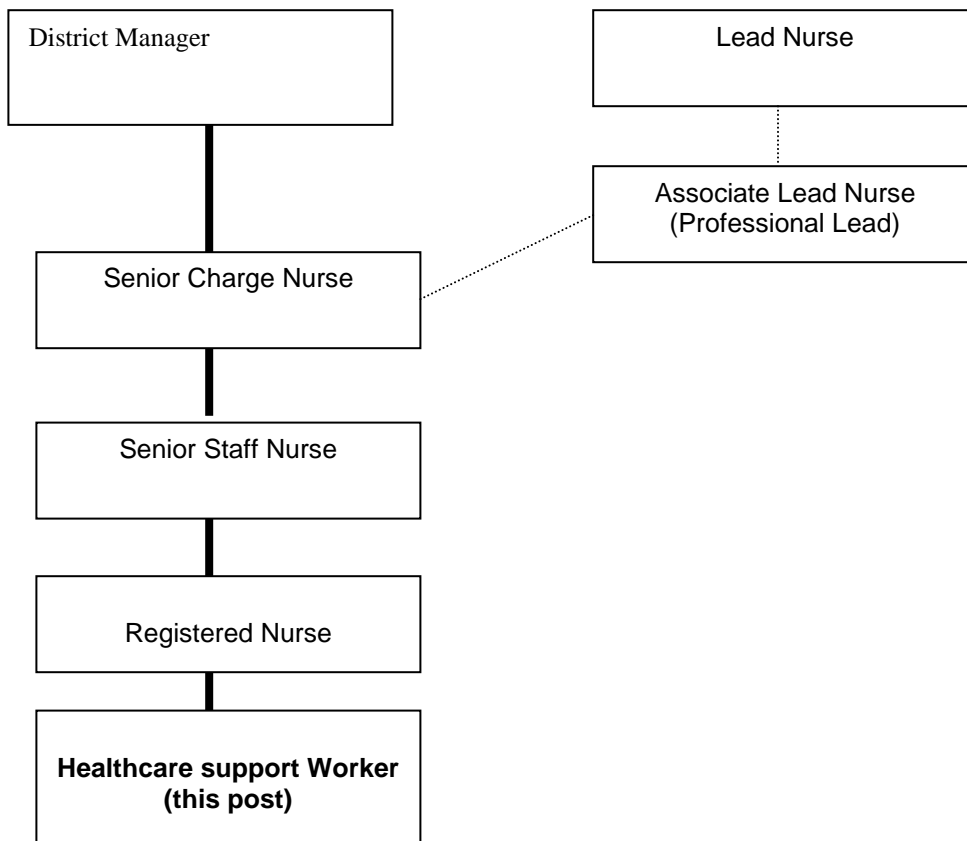
To provide a high quality, safe and supportive environment in order to care for patients/clients/carers/relatives/staff within Lawson Memorial and Migdale Hospitals to meet identified care needs. Actively participates in the delivery of patient care as a Healthcare Support Worker in the multi-disciplinary team within Migdale Hospitals. The diversity is such that patients range from those requiring minimal supervision to those who are fully dependent on nursing staff. The post holder will actively deliver patient care under supervision in accordance with the care plan as prescribed by the registered nurse and taking patient's choice into consideration. Patient care provision includes the following (the exact mix will vary from ward and department):

Acute Medical – Patients who require medical and/or nursing care which cannot be met within their own homes.

Rehabilitation – Admission for active rehabilitation including post - operative and those transferred from a district general hospital following acute medical care.

The post holder is required to work within the HEI and Infection Control Standards to ensure a safe environment for patients, clients', carers, and staff.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a safe and supportive environment to deliver a high standard of care for patient within and Migdale Hospital.

Migdale Community hospital provide services to predominantly older people in the locality. Referred patients typically have multiple pathology and complex health and social care needs leading to chronic ill health, and acute exacerbations of conditions, disability and dependency on carers, families, statutory and voluntary services to remain in the community.

Patient admitted require a hospital admission for active medical, nursing, and Allied Health Professional management, but not admission to a district general hospital. This service may be in conjunction with other Hospitals, an intermediate care team or primary care team.

6. MAIN TASKS, DUTIES & RESPONSIBILITES

Induction Standards & Code of Conduct

Your performance must comply with the national "Mandatory Induction Standards for Healthcare Support Workers in Scotland" 2009, and with the Code of Conduct for Healthcare Support Workers.

Care Delivery

1. Carry out assigned tasks in delivering and supporting patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care, for example, bed bathing, toileting, assistance with personal hygiene needs, support with eating and drinking.
2. Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise care, for example working with Physiotherapists, Occupational Therapists, medical staff, voluntary staff, social services, and Community nursing teams.
3. Maintain good relationships and empathic approach to clients' carers and relatives and refer them to a registered nurse for any questions they may have on the clients' condition or for any suggestions or complaints that they wish to raise.
4. Report observed changes in the clients' physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication, for example completion of fluid balance and nutritional charts, observation charts, patient care plans.
5. Adhere to Infection Control Policies and SPSP care bundles.
6. Participate in quality improvement initiative within the clinical area i.e. Scottish Patient Safety programme, Releasing Time to Care.
7. Maintain patient confidentiality at all times.
8. Requirement to undertake auxiliary competency-based training.
9. Report all accidents/incidents to nurse in charge and understand the need for Datix reporting.
10. Assist trained staff to carry out emergency procedures i.e. resuscitation, fire safety.
11. Willingness to undertake computer training.

12. Support and assist patients when escorting to other locations.
13. Assist with reception/admission and ongoing care.
14. Understanding of dealing with spillages i.e. urine, blood.
15. Carry out simple dressings following training.
16. Collection of specimens – i.e. urine, wound swabs, etc
17. Recording of patients' height/weight.
18. Aware of correct moving and handling techniques/correct use of aids, e.g. hoists and all aspects of patient safety according to NHS Highland Policy.
19. Assist in organising of transport of patients to other departments/hospitals.
20. Assist in calling in bank staff for emergency cover in the department.
21. Act as chaperone within department as required.
22. Assist with Last Offices.
23. Assist with Triage of Clinic Patients.

Health & Safety

24. Work within NHS Highland policies and procedures to ensure maintenance of safe working practices for patients, colleagues, and self.

Resource Utilisation

25. The nursing assistant will adhere to NHS Highland procedures regarding the use of supplies and equipment in order to promote the effective and efficient use of resources.
26. Maintain stock levels of supplies to support the smooth running of the area as required.

Education

27. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery.

Quality

28. Acknowledge the diversity of individuals respecting their rights, privacy, and confidentiality.

Housekeeping

29. Reports faulty equipment.
30. Cleans and carries out simple checks on equipment.
31. Ensure the Unit is clean and tidy and complying with health and safety and control of infection

policies and audit.

7. EQUIPMENT AND MACHINERY

The postholder is responsible for maintaining own personal update to ensure safe use of any equipment within the clinical area as per NHS Highland Policies and Procedure. The most common equipment used is:-

Electric profiling beds, pressure relieving mattresses, pressure relieving equipment, pat slides, hoists, wheelchairs.

Various IV pumps, syringe drivers, drip stands, dynamaps, resuscitation equipment, oxygen equipment ECG machines and US Scanner.

IV lines, venflons, butterfly devices, syringes, and needles.

Urinary catheters, drain and nebulisers.

Computers, printers, telephone system, photocopier

Meal trolleys.

8. SYSTEMS

Computer system, Personal Development Plans, Ward Communication System.

Maintenance of patients records in accordance with NMC guidelines and NHS Highland Policy and Procedures e.g. fluid balance, food charts, stool charts, TPR, BP, height, and weight.

Completes patients' valuables forms, maintains work requisition forms, completes ordering forms for routine stock, completes menu cards/dietary requirements for patients, and completes patients' admission documentation.

9. ASSIGNMENT AND REVIEW OF WORK

The postholder will work under the supervision and guidance of a Registered nurse and will be required to work as part of a team.

Works within NHS protocols, policies and within framework of ward.

10. DECISIONS AND JUDGEMENTS

Planning order of work/prioritising patient care – recognises own limitations in provision of clinical care.

Acknowledging changes in patient's conditions and reporting.

Authority to undertake certain duties without referring to the registered nurse.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands on time.

Emotional and physical demands of role.

Ensuring patient safety at all times.

Dealing with violent, aggressive, challenging behaviour both verbal and physical, from patients and relatives.

12. COMMUNICATIONS AND RELATIONSHIPS

The postholder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, and external agencies involved with the provision of care.

Establish, maintain professional relationships with nursing colleagues and members of the multidisciplinary team.

Attend and participate in ward nursing team meetings, e.g. ward meetings (as and when required) Daily Safety Brief and Daily Huddles.

Contributes to policy changes/patient care through team meetings.

Relays information given to them by relatives or patients, within boundaries of confidentiality

Communicates with other wards, departments, hospitals, e.g. estates, laundry.

Demonstrate sensitivity and empathy when communicating with people.

Observe confidentiality in accordance with NHS Highland policies.

All records created in the course of the business of NHS Highland are corporate records and are public records under the terms of the Public Records (Scotland) Act 1937. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS highland and manage those records in keeping with the NHS Highland Records Management Policy and with any guidance produced by NHS Highland specific to your employment.

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

PHYSICAL SKILLS

- Continuous moving and handling of patients – in bed, onto trolleys, from bed to chair, assist with walking etc.
- Fine motor skills and dexterity to carry out wound dressings, oral hygiene, removal of catheters etc.
- Hand washing/cleansing in between patients.
- Washing and cleaning patients.
- Use of moving and handling aids e.g. hoists.
- Keyboard skills.

PHYSICAL EFFORT

- Continuous need to walk stand and bend during shift to provide patient care.
- Continuous transferring of patients and belongings from/to other wards/departments.
- Lifting of stock/supplies, linen bags, mattresses.

MENTAL EFFORT

- Negotiation skills to deal with patients, relatives and other health care colleagues competing for time priorities.
- Concentration, decision making and problem-solving skills to cope with the competing demands of patient needs. May be required to undertake tasks whilst being frequently interrupted.

EMOTIONAL EFFORT

- Reacting to and evaluating constant environmental/clinical changes.
- Emotional demands in caring for people in distress/crisis.

WORKING ENVIRONMENT

- Risk assess ward area and be inventive in creating a safe working environment for all staff whilst being sensitive to patient's environment continuously.
- Coping with unpleasant materials and smells – bodily fluids, infected wounds, vomit etc., during a shift.

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

Training and development as required within the HCSW role.

- Experience of working in a care setting desirable.
 - Possession of a relevant SVQ or equivalent desirable.
- Requirement to undertake annual Personal Development Planning and e-KSF update.
- Demonstrate evidence of participation in further development programmes.
- Ability to work as part of a multi-disciplinary team.

- Effective written and verbal communication skills.
- Ability to carry out assigned tasks effectively in a busy environment.

15. 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:

Manager's Signature:

Date:

Date: