



Eileanan Siar  
Western Isles

# Healthcare Assistant - APU

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Western Isles Health Board  
**The best at what we do**



## Job Advert



Western Isles Hospital, Macaulay Road, Stornoway, Isle of Lewis, HS1 2AF

# Acute Psychiatric Unit (APU) Healthcare Assistant

**Band 2 £19,609 to £21,615 pro rata**  
**Plus £1,117 Distant Islands Allowance pro rata**  
**30 Hours per Week**  
**Permanent Post**

The Acute Psychiatric Unit (APU) is a 5 bedded, acute admissions ward situated within Western Isles Hospital. We provide inpatient care for the population of the Western Isles. We operate 24 hours a day, 7 days a week. This post requires day and night rotational working.

An opportunity has arisen within the Acute Psychiatric Unit for a caring, enthusiastic, motivated Healthcare Assistant to join our recovery focused, multi-disciplinary inpatient team. Good team working abilities and excellent communication skills are essential to the role. An interest in Mental Health and experience of working with people are essential to the role

Ongoing CPD is promoted and supported in developing your knowledge and skills as an active member of our team.

For further information regarding this post please contact Ann Duncan, SCN [Ann.Duncan@nhs.scot](mailto:Ann.Duncan@nhs.scot)  
Tel: 01851 704704 ext 2405 or Fiona Maciver, Charge Nurse [Fiona.Maciver@nhs.scot](mailto:Fiona.Maciver@nhs.scot) Tel: 01851 704704 ext 2403

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description.

Any further queries please contact 01851 762000.



## **JOB IDENTIFICATION**

JOB TITLE: Health Care Assistant

DEPARTMENT(S): APU

JOB HOLDER REFERENCE: 1

NO OF JOB HOLDERS: 3

## **2 PURPOSE**

Under the direction and general supervision of a registered nurse, the post holder will undertake assigned tasks involving direct patient care, to work as a member of the multi-disciplinary team. The post holder will also work within an integrated care system which provides a Mental Health Service, seven days a week, 24 hours a day within an acute ward setting.

To promote supportive care in partnership with patients and carers.

The post will work day/night rotation


**N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.**

### **JOB SUMMARY**

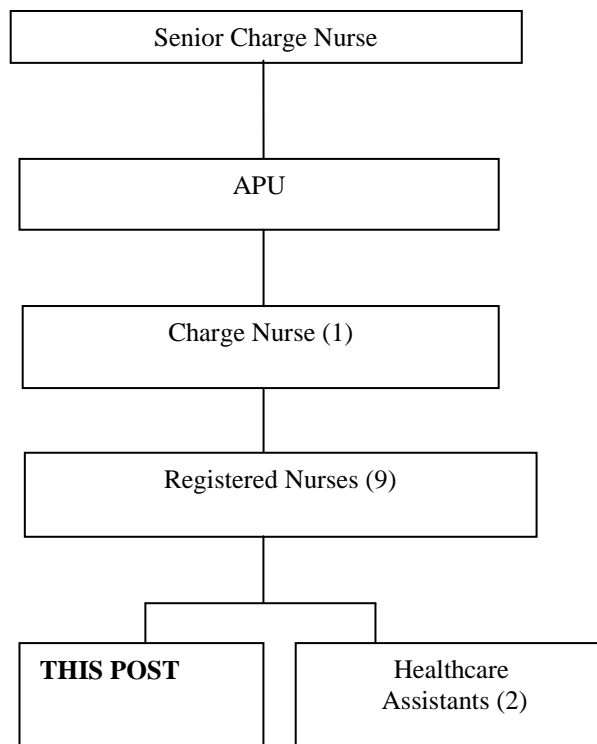
Carry out assigned tasks to maintain patient personal care, ward hygiene, stock control, and safety within the area.

To work in support of trained nurses in carrying out patient care activities and to feedback information relating to patients.

The post holder will be expected to assist with other procedures e.g. close observation, and techniques under the guidance of trained nursing staff.



### 3 ORGANISATIONAL CHART



### 4 MAIN DUTIES AND RESPONSIBILITIES OF THE POST

#### KNOWLEDGE TRAINING AND EXPERIENCE;

- Understanding of ward procedures and routines.
- The ability to assess basic care needs of individual patients.
- Understanding of the importance of attending to the personal hygiene needs of the patients.
- Have an understanding of infection control standards procedures.
- Training in: Infection control; Health and safety; Fire; Moving and Handling (Including , patient handling);
- Clinical observations such as urinalysis, NEWS, food & fluid intake continuous observation
- Basic life support training, moving and handling, de-escalation, break away, and control and restraint training

#### ANALYTICAL AND JUDGEMENTAL SKILLS:

- Ability to recognise anomalies in patient's general condition and report to registered nurse.
- Assess comfort of patient.
- Instigate emergency procedures by raising alarm.



## PLANNING AND ORGANISATIONAL SKILLS

- Prioritises attention to patients.
- Organise own tasks for day from instructions and using own initiative.

## PHYSICAL SKILLS:

- Ability to move and handle patients and equipment safely and appropriately following the patient Moving and Handling assessment carried out by trained staff.
- Ability to use breakaway techniques and assist in restraint in accordance with formal training


## RESPONSIBILITY FOR PATIENT /CLIENT CARE

- Carry out assigned tasks in delivering and supporting direct patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care.
- Provide routine personal care i.e. washing, toileting, transferring and feeding patients. Maintaining fluid balance, dealing with bodily fluids.
- Maintain good relationships and a caring approach to clients' carers and relatives and refer them to a trained nurse for any questions they may have on the clients' condition or for any suggestions or complaints that they wish to raise.
- Report observed changes in the clients' physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication.
- Record patient observation eg. fluid balance, urinalysis.
- Chaperone, support and reassure patients undergoing examination.
- Assist with occupational and diversional therapy.
- Assist in the transfer of patients between wards and other clinical areas.
- Assist trained staff in the admission and discharge of patients e.g. weighing, introduction to ward environment.
- Collect urine, faecal, sputum and vomit specimens.

## COMMUNICATION AND RELATIONSHIP SKILLS;

- Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care.
- Giving and receiving routine information in relation to patient care, to patients, other staff, relatives, and members of multidisciplinary teams in both verbal and written format.
- Convey patient information to inform colleagues.
- Answer telephone, take record and convey messages.
- Use tact, reassurance, and sensitivity when necessary to overcome barriers to understanding.

## RESPONSIBILITY FOR POLICIES/SERVICE DEVELOPMENT

- Work within Health Board and ward policies and procedures to ensure maintenance of safe working practices for patients and colleagues.
- 



## RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- Handles and records patients personal belongings eg. clothing and valuables in accordance with ward policy.
- Clean equipment including baths, sanitary aids, cupboards and other ward/departmental equipment in accordance with Western Isles NHS Board's infection control policy.
- Reports faults with equipment to nurse in charge.
- Adhere to ward procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
- Maintain stock levels of all supplies and carry out housekeeping duties, to support the smooth running of the ward area.
- Non budget holder.

## RESPONSIBILITY FOR HUMAN RESOURCES

- Assists new member of staff into the role of health care assistant

## RESPONSIBILITY FOR INFORMATION AND RESOURCES

- Makes written entries on some patients charts e.g. food charts, fluid charts.
- Relays changes in patient observations to trained staff.

## RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT


- Participates in surveys or audits as required.

## FREEDOM TO ACT

- Carries out routine care duties for allocated patients at own discretion in accordance to patient needs and own level of competence with guidance and supervision from trained nursing staff.
- Acknowledge changes in patients' conditions and reporting to registered nurses.

## **5 SUPPORTING EVIDENCE**

### PHYSICAL DEMANDS OF THE JOB

- Moving patients with use of appropriate aids
  - Manoeuvring and supporting immobile patients
  - Control and restraint of aggressive/violent/confused patients
  - Standing/walking for majority of shift
  - The requirement to cope with working long shifts and unsocial hours
- 




## MENTAL EFFORT

- Frequent need to concentrate for periods of time whilst carrying out clinical and personal care procedures.
- Ability to cope with occasional interruptions to work patterns.
- Ordering of stock

## EMOTIONAL EFFORT

- Occasionally participate in the care of seriously ill patients and their families.
- Communicating with distressed/anxious/worried patients and relatives
- Caring for confused patients
- Caring for patients following receipt of bad news
- Dealing with patients with severely challenging behaviour

## WORKING CONDITIONS

- Frequent possibility of exposure to verbally and or physically aggressive behaviour from patients.
  - Potential exposure to body fluids including urine and faeces Occasional exposure to blood
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## 6 STANDARD ELEMENTS

### STANDARD ELEMENTS

#### Confidentiality

**Comply with all approved NHSWI Policies and Procedures.**

**Comply with NHSWI Communication Strategy and Media Strategy.**

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

#### Health and Safety:

**Assist in maintaining own and others' health, safety and security.**

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

**Ensure own actions support equality, diversity and rights.**

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

### JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

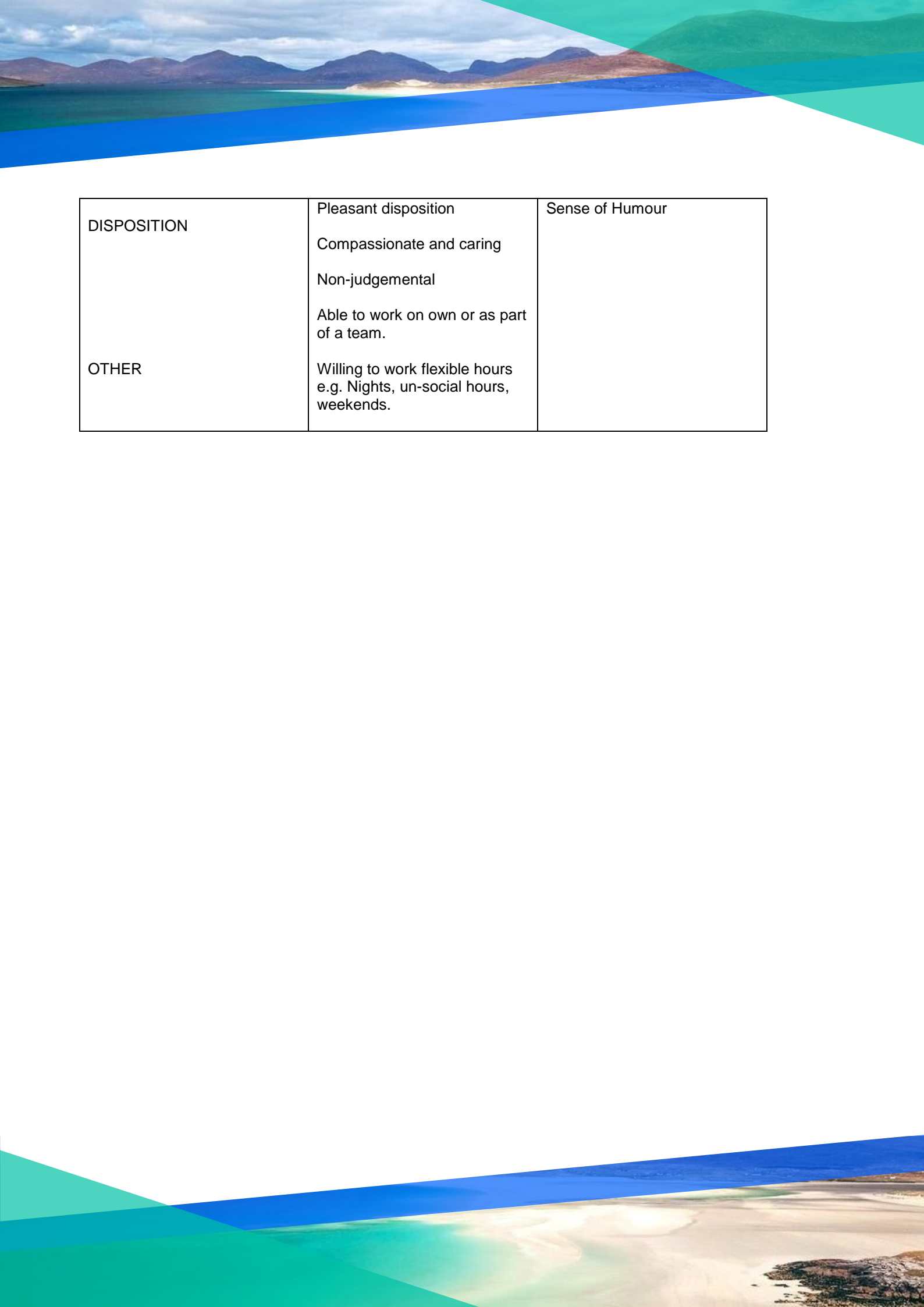
Date:03.02.2022

PERSON SPECIFICATION

Job Title: Health Care Assistant

Location: APU

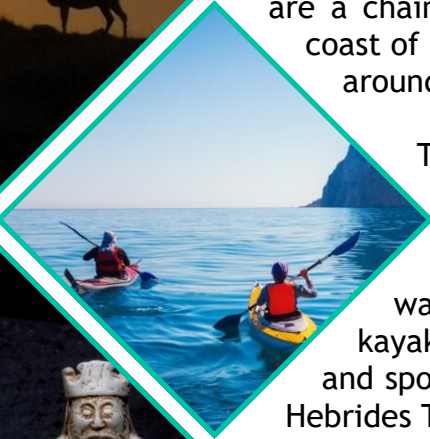
FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Experience of working with people. Have gained the practical skills necessary to assist daily living.	Experience in caring for people.  Experience of mental health services
QUALIFICATIONS, TRAINING, RESEARCH PUBLICATIONS	Ability and desire to obtain knowledge and to undertake continuing personal development	SVQ2
KNOWLEDGE AND SKILLS	Numeracy and literacy.  Willing to learn new skills and participate in training opportunities eg. Venepuncture, Basic Life Support, Moving & Handling, Control & Restraint  Ability to listen effectively and communicate effectively at all levels.  Empathy, compassion and patience.  Ability to create innovative solutions to help empower service users.  Ability to work unsupervised  Ability to form positive therapeutic relationships with service users and carers.	Gaelic speaker



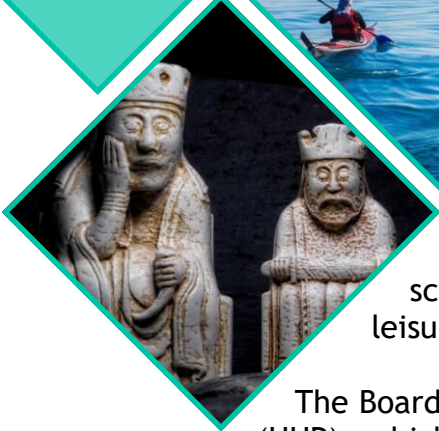
DISPOSITION	Pleasant disposition Compassionate and caring Non-judgemental Able to work on own or as part of a team.	Sense of Humour
OTHER	Willing to work flexible hours e.g. Nights, un-social hours, weekends.	



The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.



Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.



The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

#### Links

[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk)  
[welovestornoway.com](http://welovestornoway.com)  
[hebrides-news.com](http://hebrides-news.com)  
[hebrideanhousing.co.uk](http://hebrideanhousing.co.uk)  
[cne-siar.gov.uk](http://cne-siar.gov.uk)

# About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

**Stornoway**—Western Isles Hospital (Ospadal nan Eilean Siar)

**Benbecula**—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

**Barra**—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

[coronavirus.wi.nhs.scot](http://coronavirus.wi.nhs.scot)



# Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

**Stornoway Airport**—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

**Benbecula Airport**—Glasgow, Inverness, Stornoway

**Barra Airport**—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



## Links

Ferry Travel:  
[calmac.co.uk](http://calmac.co.uk)

Air Travel:  
[loganair.co.uk](http://loganair.co.uk)

Car Hire:  
[carhire-hebrides.co.uk](http://carhire-hebrides.co.uk)  
[lewis-car-rental.com](http://lewis-car-rental.com)

Air Discount Scheme:  
[airdiscountscheme.com](http://airdiscountscheme.com)