



## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	Healthcare Support Worker
<b>Responsible to:</b>	Senior Charge Nurse
<b>Department &amp; Base:</b>	Inpatient Unit, Community Hospitals
<b>Date this JD written/updated:</b>	September 2021

### 2. JOB PURPOSE

To assist the nursing team in providing a high standard of service and care to patients transferred into a bed based community hospital from the acute hospitals and the patient's own home. Including supporting the multi-professional team in the assessment and implementation of treatment programmes and care plans for patients. The post holder will work directly with patients and in addition facilitate the smooth running of the ward.

### 3. ORGANISATIONAL POSITION

Associate Director of Nursing Primary and Community Services

Community Clinical Nurse Manager

Senior Charge Nurse

Charge Nurse

Registered Nurse

Healthcare Support Worker (this job)

#### **4. SCOPE AND RANGE**

The Community Hospital provides inpatient care and consists of a 23 bedded ward with an attached out of hours minor injury unit and day hospital.

The post holder may be required to work in any other ward or department within NHS Borders.

#### **5. MAIN DUTIES/RESPONSIBILITIES**

To maintain the highest possible standards of compassionate and professional patient care with particular attention to privacy and dignity.

Deliver treatment/care within a community hospital setting as specified in a written care plan, under the guidance of a registered practitioner and prioritising care provision.

Assist patients with personal care and hygiene using sensitivity and a reablement approach where indicated.

Assist in the meeting of patients' food, fluid and nutritional needs including the use of supportive products such as specialist diet and supplement drinks.

Ensure that patients who require assistance at mealtimes have the necessary support and possess the skills and understanding to assist patients with swallowing difficulties.

Where identified in the plan of care ensure that food and fluid intake and output are accurately documented on appropriate charts, flagging any concerns to the nurse in charge. This includes the use of incontinence pads, urinary sheaths and catheters.

Assist in skin and pressure area care to prevent pressure ulcers developing (SSKIN bundles). Under the supervision of registered nurses, ensure patients are helped to move position to prevent discomfort and / or pressure ulcers.

Under the supervision of registered nurses provide skin and nail care as directed.

Assist patients with safe mobilisation according to their plan of care and where appropriate seek advice from other members of the ward team.

Utilise appropriate moving and handling aids to reduce the risk of injury to the patient and themselves.

Assist in supporting therapeutic recreational activities for patients as appropriate.

Assist registered staff in the taking and recording of clinical observations (including blood pressure, respirations, pulse, temperature, ECG and pain score) and specimens as per the patient's plan of care and escalating any concerns in the patients status.

Escort patients from the ward to other departments outside the hospital, in accordance with Standards of Practice and Care, maintaining their privacy and dignity at all times.

Be aware of and contribute to the protection of individuals from abuse and report any suspicions of abuse to nurse in charge.

Be clear in their role the legalities and regulations around the checking of controlled drugs and medication administration to support the registered nurse.

Understand their role regarding the safe keeping and appropriate management of patient money and valuables.

Recognise and promote the patients' rights, cultural beliefs and values.

Assist the registered nurse to support patients attending the day hospital, minor injuries or outpatients appointments as requested.

## **6. SYSTEMS AND EQUIPMENT**

Be responsible for maintaining and promoting the tidiness and cleanliness of all patient areas, including equipment rooms and storerooms, and take appropriate care of patient valuables, furniture and equipment including but not restricted to hoists, patient slides, bath chairs, profile beds, pressure relieving mattresses, scales, Dinamap, thermometers, patient weighing scales and height charts).

Be aware of the cost of equipment and clinical consumables and take responsibility for safe and prudent use.

Ensure beds and equipment are properly cleaned between patient use as per current infection control standards and guidance.

Adhere to infection control policy and procedures demonstrating an understanding of universal precautions, good hand hygiene and current Personal Protective Equipment (PPE) guidance and use.

Use IT systems such as Email, Outlook, Trak, Learnpro and the Intranet during the course of their shift.

Participate in ward auditing under the direction of the ward management team.

## **7. DECISIONS AND JUDGEMENTS**

Report any incidents, accidents, concerns, near misses or complaints to the nurse in charge and use the Datix adverse event recording system as appropriate.

Awareness of national and local policies with engagement to reflect proposed changes.

Work with a self awareness of limitations and the recognition of escalation situations of concern.

Highlight any environmental/patient/staff risks to the nurse in charge.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

Communicate with patients and relatives in a courteous, caring, sensitive and appropriate manner with an awareness of barriers to understanding for example physical and mental impairment and refer to the nurse in charge as required.

Be sensitive to the patient and their environment, ensuring patient confidentiality is maintained.

Document care given in patient's care-plan and use agreed NHS documentation to record any information.

Work closely as part of the multi-disciplinary team at all times.

Assist in the development and induction of new staff and students placed within the ward.

Access work emails on a regular basis and use this system to communicate with work colleagues.

## **9. DEMANDS OF THE JOB**

### **Physical Demands:**

- The post holder will be mostly standing and walking for a majority of the shift.
- Due to the rehabilitation model within the hospital there is a frequent requirement to assist with moving and handling of some patients and equipment such as movement of beds, furniture, case notes, linen ensuring moving and handling guidelines are adhered to.
- Recognise an emergency situation and initiate an appropriate response.

### **Mental Demands:**

- Concentration needed when involved in the controlled drug checks including syringe drivers and when delivering personal care or undertaking clinical observations.
- Managing the often unpredictable workload of a community hospital.
- Occasionally dealing with patients and carers who are in an aggressive or violent state.
- Sometimes supporting people who are agitated or distressed.

### **Emotional Effort**

- Providing support to distressed/anxious/worried patients and visitors whilst providing end of life care during the shift.
- Supporting patients with delirium or dementia who are requiring 1:1 support.
- Occasionally dealing with patients and carers who are in an aggressive or violent state.

### **Working Conditions**

- Frequently dealing with highly unpleasant conditions such as dealing with foul linen and bodily fluids.
- Occasional exposure to unpleasant working conditions

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Completion of statutory and role mandatory training as identified by the line manager.

Taking on the responsibility when asked of positions such as fire marshal or link nurse with appropriate support.

Work a variety of shift patterns including nights and weekends with flexibility as required.

When systems pressures are increased staff may be moved to work in different hospitals to support patient safety.

## **PERSON SPECIFICATION**

For the post of Healthcare Support Worker - Haylodge

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

### **ESSENTIAL**

- 1 SVQ3 or equivalent experience.
- 2 Previous relevant experience at a band 2 HCSW grade within a bed-based healthcare setting.
- 3 Ability to work as a team member.
- 4 Ability to recognise own limitations.
- 5 Physical skills to manually handle patients and use appropriate lifting aids.
- 6 Skills related to physical healthcare interventions such as urine analysis, phlebotomy, TPR and BP etc.
- 7 The ability to work without direct supervision on everyday tasks.
- 8 Willingness to take responsibility for own personal development.

### **DESIRABLE**

- 1 Experience of community nursing.
- 2 Ability to prioritise own workload.