

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Healthcare Support Worker
Responsible to:	Senior Charge Nurse
Department & Base:	Combined Intensive Care/High Dependency Unit, Borders General Hospital
Date this JD written/updated:	October 2022
Job Reference Number:	7114

2. JOB PURPOSE

To assist the nursing team in providing a high standard of service and person centred care to Intensive Care and High Dependency patients within the Intensive Care Department. Including supporting the multidisciplinary team in the assessment and implementation of treatment programmes and care plans for patients. The post holder will work directly with patients, local IT systems and have good relations with the stores department to ensure adequate stock is accessible at times of peak activity.

3. ORGANISATIONAL POSITION

Associate Director of Nursing Acute Services

Clinical Nurse Manager

Senior Charge Nurse

Charge Nurse

Registered Nurse

Healthcare Support Worker (this job)

4. SCOPE AND RANGE

The Critical Care unit consist of 9 beds. Patient numbers are flexed on levels of care and acuity.

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 person-centred care with particular attention to privacy and dignity.

Safely assist patients with personal care and hygiene using sensitivity and a reablement approach where indicated. Risk assess and plan ahead.

Assist registered nurses in all aspects of care as competence allows.

Work through the 'National Competency Framework for Health Care Support Workers in Adult Critical Care Assistive Level 3' with support provided.

Assist in the meeting of patients' food, fluid and nutritional needs including the use of supportive products such as specialist diet and supplement drinks. Apply knowledge of post-operative diet regimes. Order meals from kitchen depending on stages of diet.

Ensure that patients who require assistance at mealtimes have the necessary support and possess the skills and understanding to assist patients with swallowing difficulties. Report any concerns to Registered Nursing staff. Document dietary intake if necessary.

Ensure that fluid intake and output are accurately documented on 24 hour observation 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 multi-disciplinary 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. Actively engage and orientate patients to reduce the risk of delirium. Use communication aids as indicated.

Assist registered staff in the taking and recording of clinical observations (including but not limited to blood pressure, respirations, pulse, temperature, ECG, fluid balance, blood glucose monitoring and pain score) and specimens as requested, escalating any concerns in the patient's status.

Set up and check bed spaces ready for admission with all appropriate equipment in good working order.

Ensure ITU cleaning schedule is maintained by the team.

Escort patients from the unit to other departments and outside the hospital where appropriate, 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.

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. Use person-centred tools to ensure the patients' needs are known.

Proficiently manage relevant IT systems, case notes and documentation.

Assist in the preparatory process for intra and inter-hospital transfers.

Change oxygen cylinders where indicated.

Document if and when appropriate.

Assist in preparation for procedures.

Maintain a good relationship with the stores department, ensuring ordering is up to date and stocks are adequate. Think ahead to prevent shortages. Familiarise self with ordering processes.

Communicate well with Medical & Nursing teams to ensure ordering needs are met/issues conveyed etc.

Complete Statutory, Mandatory & Role Mandatory training via Learn Pro.

Be extra vigilant during registered nurse hand over times ensuring patient safety is maintained and needs are met.

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, beds, pressure relieving mattresses, scales, T1 monitors, thermometers, patient weighing scales, filters, ventilators, ultrasound, bladder scanner and ECG machine.

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.

Ensure equipment is plugged in.

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, Learn Pro, Ward Watcher, SCI store and the Intranet during the course of their shift.

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

Work in conjunction with quality improving programmes.

Encourage recycling and waste reduction. Participate in endeavours to reduce our contribution to climate change.

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.
- Recognise an emergency situation and initiate an appropriate response.
- Work on a daily basis whilst wearing appropriate PPE
- Manual handling on a daily basis, including safely manoeuvring patients who are highly dependent, manoeuvring wheelchairs, patient chairs, hoists, moving clinical equipment and lifting heavy items of stock. This includes repeated bending, crouching, and kneeling in restricted areas as well as standing for long periods during shift. Ensure manual handling guidelines are adhered to.

Mental Demands:

- Concentration needed when delivering personal care or undertaking clinical observations.
- Managing the often unpredictable workload.
- Occasionally dealing with patients and carers who are in an aggressive or violent state.
- Sometimes supporting people who are agitated, distressed and delirious
- Occasionally dealing with upsetting or challenging circumstances
- Communicating with ventilated patients unable to verbalise

Emotional Effort

- Providing support to distressed/anxious/worried patients and visitors whilst end of life care is provided.
- 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.
- Occasionally dealing with upsetting or challenging circumstances

Working Conditions

- Frequently dealing with highly unpleasant conditions such as dealing with foul linen and bodily fluids.
- Occasional exposure to unpleasant working conditions including excess heat, restricted light and noise.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

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

Learning the necessary skills to complete the 'National Competency Framework for Health Care Support Workers in Adult Critical Care Assistive Level 3.'

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

Ensuring cleaning and ordering are maintained.

Maintaining IT systems.

Involvement in emotional/challenging situations

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

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

This job description is not definitive and may be subject to future amendments following negotiation and consultation.

PERSON SPECIFICATION

For the post of Healthcare Support Worker.

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 within a 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, TPR and BP etc.
7. The ability to work without direct supervision on everyday tasks.
8. Willingness to take responsibility for own personal development.
9. Good IT skills.
10. Ability to prioritise own workload.

DESIRABLE

1. Experience in acute adult nursing.
2. Able to undertake reflective practice
3. Recognises and takes appropriate action to risk in relation to care provision