

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

Job Title:	Physiotherapy Support Worker General Medical Unit
Reports to:	Team Lead Physiotherapist (Elderly Unit)
Accountable to:	Physiotherapy Lead and Manager
Department, Ward or Section:	Physiotherapy Department
Directorate:	Clinical Support Services
Job Reference:	SSCLSSRAIGPHYS72
Last Update:	2/8/24

2. JOB PURPOSE

To assist qualified Physiotherapy staff in the provision of efficient and effective physiotherapy services within the Medical Wards, Raigmore Hospital.

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

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, Accident and Emergency, General Surgery, Vascular Surgery, ENT, ITU, HDU, CCU, Young Adult Rehabilitation Unit, Renal, Rheumatology, Stroke, General Medicine, Respiratory/Infectious Diseases, Elderly Medicine, Ambulatory Emergency Care, Paediatrics, Obstetrics & Gynaecology and Oncology. The population served is approximately 230,000.

The post holder will be based within the Medicine for the Elderly team and will work with Physiotherapy staff across this unit. The post holder is part of the in-patient Physiotherapy establishment and will be

based in the Physiotherapy Department at Raigmore Hospital.

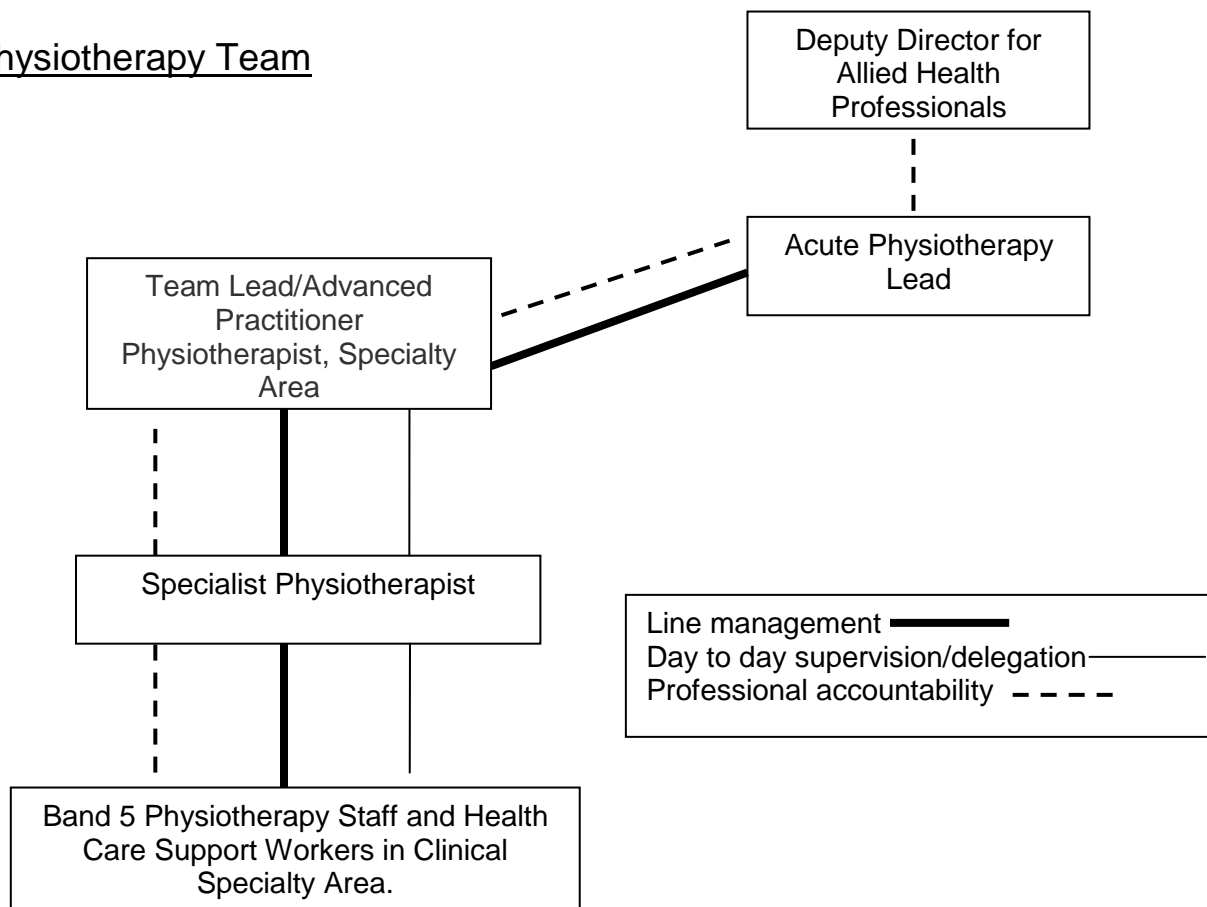
The General Medical unit is the main acute referral centre for the Highlands and Western Isles of Scotland. The Unit comprises of approximately 184 beds. There are a number of Consultant Physicians who lead dedicated multidisciplinary teams. Patients are admitted to Medical wards from home, clinic, community care establishments and/or transferred from other wards within Raigmore Hospital. The Medicine for the Elderly Physiotherapy Team take responsibility for providing Physiotherapy services to the Medical Admission ward/short stay/AEC and the Elderly Assessment/Rehabilitation wards within the Medical Directorate.

The Physiotherapy staffing establishment for this service is 4.83 wte - 1.33 Band 7 Team Lead post, 0.5 wte Band 6 Highly Specialist Physiotherapist, 1.0 wte rotational Band 5 Physiotherapist and 2.0 wte Physiotherapy Healthcare Support Workers (HCSW).

Physiotherapy treatment is mainly provided within the wards; however, staff also use the Physiotherapy Department, where appropriate. Physiotherapy Department facilities include a hydrotherapy unit, a gymnasium, 2 treatment cubicles and a respiratory clinic room. Internet facilities are available. The department is well equipped in both rehabilitation equipment and a range of electrotherapies.

4. ORGANISATIONAL POSITION

Acute Physiotherapy Team



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 BSc and MSc Physiotherapy students.

The role of the Medical and Respiratory Physiotherapy Team is to provide a high standard of specialist Physiotherapy assessment and treatment in line with local and national professional guidelines.

Within their respective Multidisciplinary Teams, the aim of Physiotherapy staff is to return the patient to as full functional ability and independence, as their condition allows. This is achieved through devising, implementing, reviewing and/or modifying individually tailored 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 of patients referred to Physiotherapy following instruction from qualified staff.
- To supervise simple therapeutic exercise, following instruction from qualified staff.
- To set up and/or apply basic treatment modalities including some electrotherapies, following an adequate period of training but only at the discretion and on the specific instruction of qualified staff.
- To teach, supervise and provide direction and guidance of therapeutic exercise and treatment programmes, following instruction from qualified staff, i.e. ward based exercise classes, falls prevention exercises, gym sessions.
- To carry own caseload of patients with predictable conditions as determined and delegated by the Physiotherapist.
- 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 be familiar with and carry out a range of basic outcome measure and assessment tools e.g. Tinetti for function, gait and balance.
- To prepare, set up and lead inpatient exercise classes within Care of the Elderly and be able to instruct the group unsupervised with distant access to qualified staff when required, following training.
- Following appropriate training and guidance, instruct patients in Home Exercise Programmes prior to discharge- ensuring safe execution of the programme.

- To communicate information on patient status following implementation of treatment programmes and to record in patient notes, where appropriate.
- To measure and issue appropriate walking aids, as prescribed by qualified Physiotherapists.
- To attend the ward Multidisciplinary meeting in the absence of qualified staff.
- 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 material/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 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.
- To assist with keeping treatment areas tidy, clean and safe.
- To assist with some clerical duties, if required i.e. patient data collection, photocopying, answering telephone calls and taking/passing on messages in the absence of clerical/receptionist staff, arrange patient transport when needed.
- 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, Mediflow, acapella.

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 and solutions of Actichlor.
- To make up cleaning solutions in accordance with manufacturer's instructions.
- To ensure any piece of equipment issued 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.
- Maintain 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 for patients, 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

Clinical:

Respiratory Equipment: Portable Oxygen, Steam Inhalation devices, Nebulizers and pulsed Oximeter machine – to aid patients respiratory status – to apply/remove, monitor and/or ensure compliance with - daily

Hoists:

Standing Hoist, Encore Hoist, Sara Steady, Beds/Plinths, Wheel Chairs, Pat slide – to help lift, move or rehabilitate patients - regularly

Walking Aids:

Arjo, Zimmer frames, Rollator frames, Elbow crutches, Walking Sticks, Gutter frame, Delta frame, – to help rehabilitate patients - daily

Measuring Aids:

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

Gym Machines:

Bikes, Motomed, X-trainer, Stepper, Pedals, Passive Pedals - to rehabilitate patients - regularly

Rehabilitation Equipment:

Steps, Stairs, Parallel Bars, Trampet, Therabands, Weights, Gymballs, Cones, Putty, – to improve muscle strength, joint movement, balance function and exercise tolerance – frequently

Hydrotherapy:

Chair lift, Bed lift, Evacuation Board, – to rehabilitate patients in the hydrotherapy pool – very occasionally

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 Turas Learn, 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

The post holder will assist qualified Physiotherapy staff in the provision of Physiotherapy services within the Medical Unit.

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

The Elderly Team Lead is the post holder's immediate line manager. However, tasks may be delegated by any qualified Physiotherapist in this area.

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, i.e. patient information leaflets, 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 within the Medicine for the Elderly Unit. 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 once they have been given 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.

The post holder may raise the need to modify 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, the elderly or end stage respiratory patients.

11. COMMUNICATIONS AND RELATIONSHIPS

Patients, Relatives and Carers

The post holder will:

- 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, where barriers to communication exist
- Identify and implement the most appropriate communication method depending on the individual requirements
- Provide support, reassurance and encouragement to patients and their carers, where appropriate, during the rehabilitation process.
- Convey basic, simple details of the Physiotherapy treatment programme in a manner and at a rate which is easily understood.
- 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 within Medical and Respiratory Units

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

Patient concerns regarding their condition

– **Daily short periods.**

Environmental

Working with patients in isolation cubicles, taking necessary precautions to avoid the spread of infection, i.e. TB, MRSA, HIV.

May be asked to work alone, e.g. in gym or car park (car transfers) with only telephone contact to supervisors, if required, i.e. emergency situations.

Confined spaces at times

Contact with body fluids –sputum, urine and faeces.

Occasional verbal and physical abuse from patients.

Frequent exposure to body odours, fleas and lice - **Daily short periods.**

Coping with a lack of privacy/quiet areas to work with patients.

To do physical work with patients in a busy ward area with many obstacles, hazards, noise, interruptions etc.

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 Life Support Training – (D)
Basic computer skills

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: