

AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Nursing Assistant (HCSW)

Reports to (insert job title): Ward Manager/Charge Nurse

Department, Ward or Section: Ward GA and Medical High Dependency Unit (previously Ward 6A)

CHP, Directorate or Corporate Department: Medical Directorate

Job Reference: SSMEDDRAIGMSCU09

No of Job Holders: 13

Last Update (insert date):

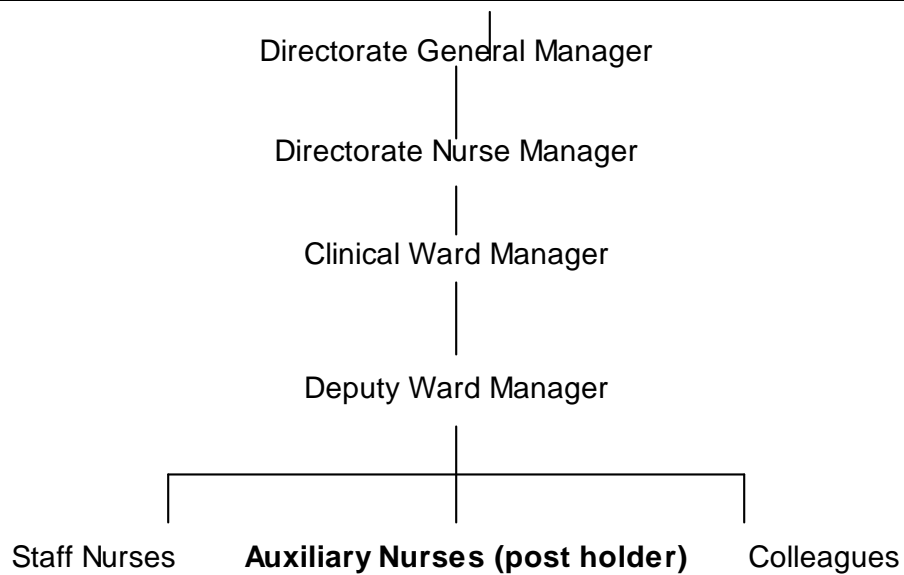
2. JOB PURPOSE

- As part of the multidisciplinary team the post holder will be required to assist registered nurses in the delivery of direct and indirect patient care, with and without direct supervision, appropriately ensuring effective use of available resources and knowledge.

3. DIMENSIONS

1. Nursing care of 24 acute Medical admission and 4 Medical Special Care beds.
2. Direct emergency admissions including interdepartmental transfers from and to other wards and departments.
3. Admissions for investigation/treatment i.e. day attenders.
4. Patients transferred from and to other hospitals.
5. Patients transferred from other wards and departments.
6. Terminal care of patients and support for relatives and carers.
7. Infection control

4. ORGANISATIONAL POSITION – MEDICAL DIRECTORATE



5. ROLE OF DEPARTMENT

1. Ward GA is a 24 bedded medical admission ward and 4 bedded medical special care unit. GA caters for all emergency medical admissions direct from home, A & E, other hospitals and other departments/wards and care facilities. Medical Special Care Unit caters for the acutely ill medical patients. Rotation is operational through but medical unit and critical care areas as agreed with ward manager.
2. Catering for a wide range of patients who are high, medium and low dependency
3. To provide a high quality, safe and supportive environment in order to care for patients within ward GA and Medical Special Care Unit meeting the identified physical and psycho-social needs.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. All nursing assistants will undertake training to enable them to attain knowledge of the role and the standards of patient care expected.
2. Provide and assist with all aspects of personal care of patients i.e. bathing, bed baths, showers, oral hygiene, care of hair/brushing/shaving beards etc. assist patients with toileting /bed pans/commodes and to ensure the patient has hand washing facilities.
3. Provide, assist with and promote patient mobility using the available aids and following moving and handling policies including completion of mobility charts.
4. After training will take and record patient temperature, blood pressure, respiration rate, oxygen saturation's, urinalysis, faecal occult blood testing, weight, Body Mass Index, Nutritional risk Score and Waterlow score. Will inform the Staff nurse of any changes/ deviations/ at risk patients and is required to collect specimens as requested i.e.; sputum, stool.
5. Assist the patient to ensure their nutritional needs are met by, assisting to serve meals, assist patients to complete menu cards or special diet cards, ensuring the patient is in the optimum position for them to eat, completing food intake charts, fluid balance charts, feeding patients, giving patients specialised cutlery to assist them and informing the registered nurse of any changes to the patients ability to swallow etc.
6. Responsible for ensuring that they communicate well with other members of the multidisciplinary team, patients and their relatives/carers. Ensuring confidentiality is observed.
7. Listening to patients and relatives/carers and reporting concerns to the registered nurse.
8. Communicates with other departments as required e.g. diet kitchen, porters etc.
9. Completes appropriate nursing documentation accurately.
10. Participate in team meetings
11. Answers the telephone and takes and gives accurate messages
12. Assist and provide nursing care to terminally ill patients
13. Assist and provide Last Offices as required.
14. Carries out non complex wound dressings, after training
15. Prepares trolleys/equipment for specific procedures
16. Removal of venflons after training
17. Removal of catheters after training
18. Maintain optimum stock levels and order stock as required
19. Cleans equipment/ beds etc in accordance with Infection Control policy.
20. Helps to maintain a clean and tidy ward area
21. Reports faulty equipment to nurse in charge
22. Adhere to ward and unit procedures for the use of supplies and equipment in order to provide the effective and efficient use of resources
23. Participate in personal career development plan to maximise skills and develop personal growth
24. Maintain patient confidentiality at all times
25. Escorts patients to other departments or hospitals as required
26. Recognise patient, carer, relative and staff beliefs, values and culture and acknowledges them.

7a. EQUIPMENT AND MACHINERY

Is expected to have awareness of all equipment used on the ward. Utilise technical clinical equipment, calibrating when required, checking for faults and ensuring regular cleaning and maintenance. However will not have clinical involvement.

Equipment

Various Intravenous pumps	To deliver prescribed drugs/ fluids safely
Syringe Drivers)
Intravenous lines, venflons)
Butterfly devices, syringes, needles)
Monitoring equipment for – Blood pressure, temperature, pulse, oxygen saturations, blood glucose	To measure and observe patients condition and act appropriately on changes in condition
Oxygen equipment – flowmeters, masks, humidification, nasal cannulae	To give correctly prescribed O2 concentration
Suction equipment	
Nasogastric tubes/PEG tubes/feeding pumps	To drain gastric contents or to feed into stomach
Drains – Chest, paracentesis, Various devices	To drain fluid/air from various parts of the body
CPAP/NIV machines	To aid patients respiration/breathing
Urinary Catheters – suprapubic , urethral	To drain urine
Nebulisers, Pulmo-aid	To give respiratory therapy
Various hoists, slide sheets, “PAT” slide, turn table, slide board, blocks	To move patient safely))
Traction equipment	Safe movement of patients
Monkey poles)
Wheelchairs)
Electric beds /profiling beds)
Furniture – various including beds, bedside lockers and chairs))

Various Pressure Relieving mattress	To prevent pressure sore
Resuscitation equipment including Defibrillator	To resuscitate and administer shock following cardiac arrest. To ensure working order.
Ophthalmoscope/Oroscope	Examination of eyes/ears – ensuring working order
Sigmoidoscope/Proctoscope	For internal examination
ECG machine	Recording heart rhythm
Haemodialysis equipment Peritoneal dialysis equipment	For dialysis in CRF
Doppler machine	To observe for arterial pulse
Glucometer	Monitor of patients blood glucose
Telemetry	To record and detect cardiac rhythm/abnormalities
Computers (Intranet, Internet, Word, Budgetscan) Printers	Transportation of items
Chute system	
Medical/nursing notes trolley	
Meal and teas trolley	
Patientline/TV/Phone system	
Moving and Handling aids	

7b. SYSTEMS

1. Maintains patient records in accordance with NMC Guidelines and NHS Highland Policy and Procedures e.g. fluid balance charts, food charts, TPR and B/P, stool charts, weight etc.
2. Completes patient menu cards and special dietary requirements
3. Completes and provides information for personal development plans
4. Completes Waterlow Pressure Area Predicting Tool/ Nutritional Risk Assessment/ BMI and other tools as required once training has been given.
5. Partial completion of patient admission documentation
6. Completes patient valuable form/ clothing books/ patients own drug books/clothing list as per NHS Highland Policy as appropriate.
7. Orders ward routine stock
8. Use of hospital intranet to book places on courses and study days
9. Involved in Ward communications systems
10. Completes ward mobility indicators as per Moving and Handling guidance.
11. Maintains work requisition forms

8. ASSIGNMENT AND REVIEW OF WORK

1. The Nursing Assistant is supported by and supervised by a registered nurse within the ward at all times.
2. Works within the NHS Highland policies, procedures and protocols and within the framework of the ward.
3. Is able to prioritise own workload in order to cope with conflicting demands i.e. which patient to care for first etc.
4. Assignment of work will be by senior staff on duty.
5. Senior staff within ward GA and Medical Special Care Unit will carry out work review and formal appraisal or performance.
6. The post holder may be required to work shifts in another ward area to meet the demands of the service i.e.; to cover short-term absence.

9. DECISIONS AND JUDGEMENTS

1. Within the team, plans and prioritises patient care e.g. who or what is attended to first dependant on the investigations/ patient movement required on the day.
2. Recognises own limitations in the provision of clinical care and the urgency of patient needs referring to a registered nurse as required
3. Has authority to undertake certain duties without referring to a registered nurse e.g. wrong patient meal delivery, documenting/accessing patient valuables, completing repair form for faulty equipment

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. Managing daily the changing and competing demands of patients, relatives/carers and professional colleagues.
2. Emotional and physical demands of the nature of the role
3. Dealing with violent/ aggressive and challenging behaviour in an acute medical environment
4. Ensuring patient safety at all times
5. Shift work – Day / Night rotation
6. Dealing with high patient turn over and changing demands.

11. COMMUNICATIONS AND RELATIONSHIPS

1. Establish and maintain professional relationships with nursing colleagues and members of the multidisciplinary team as appropriate to benefit patients
2. Establish and maintain professional relationships with patients/ relatives and carers.
3. Attends ward/ staff meetings as a participating member of the health care team
4. Contributes to policy changes and patient care delivery through team meetings
5. Relays information given to them by relatives or patients which might be significant and within the boundaries of confidentiality
6. Communicates with other wards or departments as required, i.e., catering, laundry, estates, supplies

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

PHYSICAL

1. Frequent moving and handling of patients – in bed, onto trolleys, from bed to chair, assist with walking etc. – multiple times per shift
2. Hand washing/cleansing between each patient
3. Washing and cleaning patients/ bed bath/showering/assisting in bath with hoist equipment.
4. Risk assess ward area and be inventive in creating a safe working environment for all staff whilst being sensitive to patients needs throughout a shift.
5. Fine motor skills and dexterity to carry out wound dressings, oral hygiene, removal of venflons and catheters, computer keyboard skills.
6. Frequent need to walk, stand and bend during shift to provide patient care – multiple times per shift
7. Frequent transferring of patients and belongings on beds/ chairs to and from other wards and departments.
8. Frequently assess the risk of violent/aggressive/challenging behaviour of patients and visitors, and deal with it appropriately throughout a shift.
9. Lifting of supplies, linen bags, mattresses etc

MENTAL/EMOTIONAL

1. Concentration, decision-making, negotiation and problem solving skills to cope with the competing demands of patients/ colleagues needs.
2. Recognising patients urgent health care needs and alerting senior staff
3. Dealing with emotional effects of caring for patients and their families who may be distressed / anxious/ worried.
4. Dealing with terminally ill patients and relatives of the terminally ill.
5. Dealing with deceased patients and their relatives.
6. Nursing violent/ aggressive/ challenging behaviour in the acute medical environment.
7. Rotation – Day and Night shift

ENVIRONMENTAL

1. Exposure to bodily fluids, faeces, disposal bedpans / urinals / sputum, emptying of catheter bags – several times each shift.
2. Occasional exposure to infestations of fleas / lice.
3. Frequent exposure to verbal aggression/ violent behaviour and challenging behaviour.
4. Constant exposure to hospital environment e.g. unnatural light, dry conditions, noise (phones, sluice etc) throughout the shift
5. Restricted working environment, cramped shower areas, bathroom areas, and toilet areas – several times throughout a shift.

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

1. Completion of a Programme of Preparation for this role
2. Ability and willingness to undertake a recognised national programme of competency based training for healthcare support workers e.g. Glasgow Caledonian NICHE Programme, N/SVQ level 2
3. Ability to work as part of a multi-disciplinary team
4. Effective written and verbal communication skills
5. Ability to carry out assigned tasks effectively in a busy environment

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: