

JOB DESCRIPTION

Job Details:

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|---------------------------------------|---|
| Job Title: | Senior Health Care Assistant (Adult) |
| Band: | Band 3 |
| Location: | NNUH |
| Department: | Dermatology |
| Managerially Accountable to: | Ward/Department Sister/Charge Nurse |
| Professionally Accountable to: | Service Manager/Operational Manager/ Assistant Director of Nursing |

Job Purpose:

Under the direction of the Registered Nurse, work with all members of the multidisciplinary team, to contribute to the provision of the highest standards of patient care.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence and demonstrate behaviours that support and encourage an inclusive culture.

Overview of Essential Responsibilities:

1. To accurately and promptly carry out the instructions of the Registered Nurse who is professionally accountable for the delivery of care.
2. To carry out duties as specified in within the Trust's Approved Core Task List for Health Care Assistants qualified to NVQ Level 3 in Care/Health and Social Care.
3. To report to registered staff any patient that gives cause for concern or any observed changes in a patient's clinical condition
4. To report all care that has been given to patients within the team to a Registered Nurse.
5. To accurately document all care delivered to patients, countersigned by a Registered Nurse maintaining confidentiality at all times.
6. To respond appropriately to clinical emergencies to ensure the patient receives appropriate care. be aware of role in emergency situations

7. To be aware of and adhere to all Trust policies / procedures / nursing guidelines when undertaking any activities.
8. To make patients welcome to the clinical area and participate in the admission process under the supervision of registered staff.
9. Provide and deliver a high standard of individualised personal nursing care in accordance with essence of care standards.
10. To keep the clinical area clean and tidy maintaining a safe environment
11. To adhere to Trust infection control procedures demonstrating an understanding of cross infection.
12. To assist in the preparation of patients and equipment for treatment, investigations or procedures as directed by a Registered Nurse.
13. To support the patient and care for the patient pre, peri and post procedure, when appropriate, under the direction of the Registered Nurse.
14. To chaperone/escort patients to other clinical departments under the direction of the Registered Nurse.
15. To support relatives under the guidance of a Registered Nurse
16. To assist with the discharge process for patients directed by Registered Nurse.

Communication

1. To welcome patients, visitors and relatives to the clinical area, providing assistance, support and information where required. Being aware of barriers to effective communication.
2. To answer the telephone when necessary in a polite courteous manner and pass on enquiries to the Registered Nurse.
3. Communicate effectively within the nursing team, multi-disciplinary team and other departments to ensure that patient care is well planned and coordinated.
4. To contribute to the handover of the care of patients within the team under the direct supervision of a Registered Nurse maintaining confidentiality at all times.
5. Report incidents, accidents, and complaints to the senior Nurse on duty.
6. Use the Hospital information support system and other computer systems as required by the clinical area.

Management

1. Take all reasonable steps to ensure the safe keeping of patient's property in accordance with Trust policy
2. Promote a professional, welcoming and uncluttered environment, keeping all storage areas safe and clean and tidy.
3. To share responsibility in the care and maintenance of all equipment in the clinical area.
4. Ensure all waste and soiled linen is disposed of in line with Trust policy.
5. Participate in audit under the direction of the Registered Nurse.
6. Cleaning and checking of beds, lockers, oxygen and suction equipment in the clinical area following the discharge of a patient and in preparation for admission.

Professional/Educational

1. To ensure annual attendance at mandatory training sessions i.e. Risk management, infection control, resuscitation, blood glucose monitoring and bi annual attendance at manual handling training.
2. To have completed the Trust's Health Care Assistant competency assessment package and NVQ Level 3 Care / Health and Social Care and to maintain the level of competency as assessed within these programmes.
3. To be flexible in relation to client requirements.
4. To continue personal development in relation to identified objectives.
5. To supervise and support new, unregistered staff.
6. Maintain up to date knowledge of changes in policies and procedures relevant to the post
7. Participate in training sessions relevant to the clinical area.

Core Task List For Senior Health Care Assistants

The following is the approved core task list for the Senior Health Care Assistant role, but there will be times when these tasks will only be carried out by a Registered Nurse because of the complexity of patient care. This list must be read in conjunction with the specific job description for the individual post, which will encompass specialist tasks where required e.g. Renal, Neurology, Urology etc.

The core task lists must also be cross-referenced in the event of any query to the Competency Assessment Pack and appropriate Nursing Policies and Guidelines.

It is anticipated that Band 3 Health Care Assistants will undertake a range of the core tasks identified but not all.

Patient Hygiene

1. Assist with patient hygiene i.e. care of patients' hair teeth, nails and general hygiene. Nail care for the diabetic patients must be referred to the Registered Nurse.
2. Assist patients in the management of continence.

Bowel and Stoma Care

1. May undertake all basic aspects of stoma care with exception of newly formed stomas. Any abnormalities must be reported to Registered Nurse.

MAY NOT insert suppositories and give mini-enemas.

MAY NOT insert suppositories or enemas

MAY NOT carry out rectal washout.

Urinary Care

1. May undertake catheter care, change catheter bags and record urinary output reporting to Registered Nurse any abnormalities.
2. May record hourly urine measurements on fluid balance charts but must report on each occasion to the Registered Nurse.
3. May take CSU from urinary catheter port following trust training and under the direction of the Registered Nurse.
4. May remove urinary catheters following training under the direction of a Registered Nurse.

MAY NOT insert urinary catheters.

Patient Physical Comfort

1. Assist by providing appropriate conditions for patient comfort e.g. fan, blankets, extra pillows - must report to Registered Nurse signs of physical distress.
2. Ensure on discharge, transfer or escorting patients that they have appropriate warm clothing, footwear.

Pressure Area Care

1. May assist with pressure area care and may decide on first line of treatment, e.g. use of heel pads etc. This must be reported to Registered Nurse.

Nutrition

1. Help patients to prepare for meals and assist feeding individual patients when required.
2. May complete, food and fluid charts accurately with amount taken by patient.

Naso-Gastric Tubes and Feeds

1. May aspirate tube and record amount.
2. May administer feed via clinifeed tube. Prior to feed commencing Registered Nurse must check position of tube and check flow rate of feed.

MAY NOT insert naso-gastric tubes.

Clinical Measurements

1. Blood Pressure

- a) May undertake routine monitoring of blood pressure including routine epidural and PCA observations.
- b) Must be able to identify normal and abnormal ranges reporting any abnormalities to the Registered Nurse.

2. Blood Glucose Monitoring

- a) May take and record blood glucose, following Trust training programme. Any abnormal readings must be reported to the Registered Nurse.
- b) If recordings are required for insulin monitoring e.g. Greenwood regime, these may be done under the supervision of a Registered Nurse. N.B. The Registered Nurse must have done a visual check of the blood glucose reading if the administration of insulin is required. It is the Registered Nurse's responsibility to alter the dosage of insulin or administer insulin.

3. TPR Observations

- a) All TPR observations can be taken and recorded.
- b) Must be able to identify normal and abnormal ranges. Any abnormal readings must be reported to the Registered Nurse.

4. Peak Flows

- a) May supervise patient and record pre and post peak flows. Any abnormal readings must be reported to the Registered Nurse.

5. Pulse Oximetry

- a) May perform and record oxygen saturation levels, following Trust training Programme. Any abnormal readings must be reported to the Registered Nurse.

MAY NOT commence, transfer, alter flow levels, change masks or connections.

Preparation of Patient/Equipment

1. Assist in preparation of patient/equipment for treatment, investigation or procedures as directed by Registered Nurse.
2. May accompany a patient to theatre / other departments but **MAY NOT** receive a patient back from these.
3. May check and calibrate blood glucose meters.

Infection Control

1. Must adhere to Infection Control procedures and have an understanding of methods of cross-infection.

Documentation

1. May participate in the admission procedure with regards to recording basic personal details. Routine observations must be recorded in nursing records.
2. May record any nursing care given on care plans and in nursing record, but must be countersigned by Registered Nurse.

MAY NOT assess, plan or evaluate care needed but may assist the Registered Nurse.

Telephone Calls

1. May answer the telephone and convey messages to the Registered Nurse. Details of patients' progress given to relatives/friends must be dealt with by a Registered Nurse, unless specific instructions to convey a message is given by a registered member of staff.

MAY NOT take results of investigations over the telephone.

Medication

1. May only apply **NON-PRESCRIPTION** topical creams on **the specific direction** of the Registered Nurse.

MUST NOT check or give medication.

MUST NOT give injections.

Pump Readings

An NVQ III may perform hourly pump checks at the discretion of the Registered Nurse: (with the exception of chemotherapy)

The Registered Nurse will ensure the pump is:

- set with correct drug and rate as per prescription chart.
- syringe is correctly labelled.
- amount infused corresponds to the pump check chart.
- line/tubing is patent, connected and appropriately positioned plugged in and switched on.

All the above should be undertaken by the Registered Nurse at the beginning and end of every shift.

The NVQ III may ensure that the pump:

- has remained plugged in and switched on
- record amount in mls left in the syringe
- check rate
- be aware of drug in syringe
- inform Registered Nurse of any discrepancies
- inform Registered Nurse when the infusion is nearing completion

MUST NOT alter pump settings in any respect e.g. switching on/off, silencing alarm button - this includes flow-meters, PCA's, epidurals, insulin and heparin pumps and syringe drivers

IV CARE

1. May observe intravenous cannula site and report to Registered Nurse any inflammation or sign of infection
2. May remove peripheral IV cannula on the instruction of a Registered Nurse.

MUST NOT check, set up infusions, run through or change IV fluid bags.

3. May collect blood from the blood bank following Trust training.

MAY NOT check blood bags prior to transfusion.

Wound Care

1. May undertake basic wound dressings following assessment by a Registered Nurse.
2. May mark drains and record output following completion of recognised training.

May not clamp, empty or remove drains

May not remove sutures or clips.

3. May set up trolleys for aseptic techniques.

Specimen Collections

1. May collect routine specimens i.e. urine, sputum and faeces.
2. Must understand the need for correct labelling and prompt dispatch.
3. May access ICE reporting package in accordance with Trust procedure.

Venepuncture

1. Following attendance at an appropriate enhanced clinical skills study day and successful completion of competency assessment may take routine blood samples using the Trusts approved blood collection system.

May not take blood using a needle and syringe.

May not take blood cultures

Anti-Embolism Stockings

1. May measure and fit patient for anti embolism stockings following direction from Registered Nurse.

Information / Communication

1. Explain to patient/relative's details of situation e.g. discharge transfer under the direction of the Registered Nurse.

Mobilisation / Rehabilitation Of Patients

1. Assist with mobilisation of patients on direction of a registered member of the multidisciplinary team.

Support of the Relatives

1. May give support to patients and relatives who have just been informed of poor

prognosis or bereavement. Initial support will be given by the Registered Nurse.

Property

1. Assist the patient to maintain safety of their own property i.e. nightwear, hearing aid, dentures.
2. May record a patient's property and valuables, alongside another member of the nursing team, in accordance with Trust policy.

Care of the Deceased

1. Under the direction of a Registered Nurse, may assist in the care of the deceased patient ensuring the correct procedure is adhered to for last offices.

Handover Between Shifts

1. May assist the Registered Nurse, but not lead the handover of the care of patients in that team.

CANNOT be given sole responsibility for handover of patients.

| Functional Requirements | | | |
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| Direct face to face patient contact | Yes | Blood/body fluid exposure | Yes |
| Managing a team who hold professional registrations | No | Prevention and management of aggression | Yes |
| Exposure prone procedures (EPP) | Yes | Crouching/stooping or kneeling | Yes |
| Manual handling | Yes | Frequent hand washing/wearing gloves | Yes |
| Night working/shift work | Yes | Chemical sensitisers | Yes. |
| VDU user | Yes | Noise | No |
| Driving patients | No | Other (please state) | No |

Job Specification:

| | Essential/ Desirable | Means of Assessment |
|--|---------------------------------|---|
| | | Application Form/ Interview/Test/Ref |
| Qualifications/training and professional development | | |
| City and Guilds NVQ Level 3 in Care/Health and Social Care or equivalent experience. | E | A/I |
| Completion of a relevant Health Care Assistant training programme if applicable | D | A/I |
| Attendance at mandatory training programmes | E | I |

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| Experience | | |
| Some previous experience in a nursing/Care Assistant role | E | A/I |
| Skills, abilities and knowledge | | |
| Good organisational skills | E | A/I |
| Basic I.T. and computer skills | E | A/I |
| Good interpersonal and communication skills | E | A/I |
| Good numeracy and literacy skills | E | A/I |
| Attitude, aptitude | | |
| Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence | E | A/I |
| Demonstrates understanding and commitment to Equality, Diversity and Inclusion | E | AF/I |

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.