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| JOB DESCRIPTION Day Surgery - Health Care Assistant |

**RESPONSIBLE TO: Registered Nurses/Nurse in charge**

**ACCOUNTABLE TO: Day Surgery and Endoscopy Manager**

**Delivery at Practice Plus Group Hospital**

Practice plus group believes in strong team work and partnership amongst its people. This approach is at the heart of everything we do to deliver a high level of patient care.

Significant time and resources are invested in recruitment to ensure that rigorous standards are met and that staff share the same focus on teamwork and delivery. Employing high calibre people in roles that require personal responsibility and close interaction with patients allows everyone the opportunity to make a difference to patients during their treatment and deliver high quality outcomes.

Supporting employees in their careers at PPG with great opportunities to learn and develop through training, PPG is an organisation that’s continually innovating to raise standards of best practice in healthcare.

PPG delivers services to create the best experience for their patients, through best standards of care, clinical excellence and low infection rates. A focus on selected procedures and skills in their delivery means that as a healthcare provider they can consistently improve their performance and in turn benefit their patients.

## **Job summary**

To provide a professional and patient focused clinical and administration role supporting the clinical team within each unit under the direction of a professionally qualified member of the multi-disciplinary team for the duration of each shift.

### Principal Duties and Responsibilities

**Clinical**

* To work with other members of the multi-disciplinary team to provide a safe and supportive environment for patients and staff.
* To welcome patients to the unit, complete all relevant admission processes and prepare the patient for their surgery/procedure.
* Demonstrates that he/she consults and involves patients in decisions about their care and well-being. Demonstrates understanding of fundamental legal practices related to consent and the prevention of abuse
* Assist the registered nurse with monitoring the patients’ vital signs, understanding and identifying deviations from the norm and reporting these deviations to the registered nurse responsible for the patients care.
* Assist the registered nurse in planning the care needs of the patient.
* Is able to implement holistic, culturally sensitive, respectful, non-judgemental fundamental care from a pre-determined care plan for patients
* To report any changes in patient condition, immediately to the nurse in charge/ shift leader.
* Contribute to accurate written and computerised documentation relevant to patient care ensuring confidentiality of patient information at all times e.g., admission documentation, risk assessments, recording of height and weight.
* To support/assist other clinical/non clinical areas when requested.
* To participate in the management of infection control within the hospital.
* Venepuncture and cannulation activities

**Physical dependency/functional activity**

* Assist the registered nurse to deliver a high standard of holistic patient care, ensuring that the patients` dignity and equality is maintained at all times.
* Assist in the admission of new patients to each clinical area by preparing the area, welcoming and orientating the patient.
* Hygiene: assist with the patient’s hygiene needs as directed by the registered nurse.
* Mobility: assist with patient mobilisation.
* Nutrition: assist with the nutritional needs of the patient, following assessment, helping patients with feeding if required.
* Participate in protected mealtime for patients by ensuring patients receive their meals/beverages in a timely and safe manner.
* Elimination: assist the registered nurse in ensuring the patient’s elimination requirements are met.
* Vital signs: Undertake monitoring of patient’s vital signs as directed by the registered nurse and report any deviations from the norm to the RN.
* Skin protection: Ensure the active management and assistance of all patients, particularly those considered high risk.
* Activities of daily living: Ensure support to the patient and family members.
* Rehabilitation: Assist the patient and their carers as directed by the RN.
* Patient needs: ensure that the patient’s needs are addressed and the patient is cared for in a supportive and informative environment.
* To access patient results and make available to colleagues either by electronic or paper copy
* Prepare and/or check patient’s notes ensuring all the relevant clinical paperwork is present for the patient’s procedure.
* To support other departments when requested or rota’d.

**Communication**

* To take an active role in maintaining effective communication with all disciplines within a multi-disciplinary setting.
* Act as a chaperone for patients undergoing clinical examination.
* Effectively communicate with all levels of staff throughout the treatment centre on a daily basis.
* To attend departmental and treatment centre staff meetings as and when required and feedback information to other staff.
* To answer the telephone in a polite manner and refer promptly all enquiries to the relevant person
* To assist with the departmental clerical/administrative duties, to include photocopying, transporting of equipment/ paper-work.

**Policies and Procedures**

* Ensure that nursing care is provided according to the Scope of Professional practice set by PPG and unit specific policies and procedures
* Assist with the orientation of new HCAs on the shift with regard to policies and procedures.

**Supervision and Co-ordination**

* Record outcome of the assessments undertaken in written/computerised formats. Ensuring all patients’ records conform to legal requirements of documentation.
* Report adverse clinical outcomes to RN.
* To contribute towards an efficient, therapeutic and safe environment within the hospital.
* To ensure that all equipment is maintained and used safely.

**Infection Control**

* Ensure a clean environment within the ward.
* Undertake cleaning of patient equipment as directed by the RN and as per the weekly cleaning regime.
* Adhere to infection control policies and procedures.
* Report any issue in infection control to the relevant HOD or their deputy.

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**Education**

* To adhere to, and work within the code of conduct for clinical support workers for PPG
* To be able to identify own development needs, seeking assistance where necessary
* To complete a competency assessment with the qualified nurse, in all clinical skills used within the department
* Support and assist with the training and induction of new Health Care assistants.
* Actively participate in the in-hospital e-learning education programme.
* To update skills and knowledge as required by PPG. And ensure understanding and application of all relevant polices and procedures
* To prepare and provide patient information and education as required on the units by the nursing or physiotherapy staff
* To ensure that the policies and procedures of PPG are adhered too
* To understand and become fully conversant with the PPG competency model and its application.

**Quality Management**

* Promote customer satisfaction.
* Encourage patient feedback through electronic patient surveys and patient care standards.
* Report patient complaints promptly.
* Ensure all incidents/near misses are reported promptly through Datix incident management system.

**Health and Safety**

As an employee of PPG, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organizations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Postholder ………………………………….

Signature …………………………………...

Date …………………………………...

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| **PERSON SPECIFICATION – Hospital Health Care Assistant** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Physical requirements | * Satisfactory Occupational Health clearance for the role. * Good attendance record. |  |
| Qualifications | * NVQ level 1 & 2 * Good general education. * Good spoken and written English. | * NVQ level 3 |
| Previous Experience | * Experience of working within the Healthcare sector * Experienced team worker. * Experience of dealing with the public. | * Previous experience in a hospital environment |
| **Skills, Knowledge and abilities** | * Ability to plan, allocate and evaluate own work and develop self to enhance performance * Computer literate * Effective communication and interpersonal skills * Analytical and problem-solving skills * Ability to deal with difficult situations in a calm manner. * Good keyboard and computer skills. * Numerate and literate * Ability to work flexibly within the needs of the hospital. * Ability to work collaboratively in a multi-disciplinary team. * Basic life support skills * Understanding of governance, audit process, Caldicott, Data protection confidentiality. | * Punctuality * Ability to contribute to the service. * Customer care training |
| Other Factors | * Committed to the overall aims of PPG. * Committed to the provision of quality patient care * A flexible, positive attitude * Willing to develop/learn in the role. * Fit to undertake the duties of the post. * Ability to be flexible with regard to working hours * Ability to work within a multi-cultural environment | * Evidence of personal goals |