

Job Description

1. JOB DETAILS

Job title: Health Care Assistant Band 3

Managerially Accountable to: Team Leader

Professionally Accountable to: Deputy Director of Quality and Nursing

Location: Community Health Service Care Group

2. JOB SUMMARY

All staff are expected to work to the Trust Values:



Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.



Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.



Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.



Collaboration – We are stronger and better working together with and for our patients.

As a Health Care Assistant in a multi-disciplinary team, work with other health and social care professionals to develop the ethos of multi-disciplinary, integrated care and seamless services ensuring that patient care is delivered to the highest possible standard.

As a Health Care Assistant, working under the direction of a registered health care professional, undertake a range of delegated patient nursing and care duties including clinical observations and recording patient information. This will include supporting patients with personal hygiene and activities of daily living.

Flexible working is required to meet the needs of the patients group.

The Care Group is commissioned to provide 24/7 nursing services.

3. ROLE OF DEPARTMENT

North Cumbria is divided into eight Integrated Care Communities (ICCs) which are a partnership between North Cumbria Integrated Care NHS Foundation Trust, Primary Care, Adult Social Care, Public Health, and the 3rd Sector. Each ICC has

a leadership team which includes representatives from these partner organisations.

ICCs have three main aims:

1. ICCs - the place (tackling the wider determinants of health through a population health approach)
2. ICCs - the experience (more self-activation for better health outcomes through social prescribing and community engagement)
3. ICCs - integrated teams. Each ICC has a coordination hub which coordinates the activity of each ICC. Clinical leadership for the hub is provided by a Professional of the Day who is either a registered nurse or therapist on a rota.

All ICC teams work closely together to ensure that patients can avoid going to hospital where health and care can be provided at home or in the community. In addition there is a focus on bringing people out of hospital as soon as they are medically fit.

All ICCs are part of the North Cumbria ICC Care Group which is led by an operational manager, an associate medical director and an associate nursing director.

Key to the success of ICCs are the relationships between all partners and we actively encourage all staff to build relationships and put forward ideas which will benefit ICC populations.

4. ORGANISATIONAL CHART

TBC

5. KEY WORKING RELATIONSHIPS

You will work as part of a multidisciplinary team, supporting your colleagues to deliver effective integrated health and social care to patients.

You will have direct contact with patients, their families and carers to deliver personal care and education.

You will provide and receive and process routine information.

6. DUTIES AND RESPONSIBILITIES OF THE POST

- Ability to readily assess safety of surrounding environment in varying levels of day light and weather condition
- To deliver a high standard of care in variable standards of living accommodation, whilst protecting the patient environment and property
- Whilst maintaining safety to self and patient, agree with the nurse adaptation in delivery of patient care to suit surrounding environment

- Be able to communicate with patients and carers experiencing chronic/terminal disease/social isolation and who have differing levels of understanding/perception of their condition
- Assist with the care of patients where two people are required, i.e. palliative/terminal care/ chronic conditions
- Able to use mechanical and electrical equipment to ensure the safe transfer and moving and handling of patients following appropriate training
- To assist patient with general care and protection of skin through hygiene/pressure area care monitoring
- Promote independence of patients and carers at all times within patient and carer capability and understanding of care needs
- To deliver locality phlebotomy service
- To deliver direct care, with appropriate training and following sign off of competencies, including:
 - Prompt and administer medication
 - To review level 1 continence assessments, including bladder scanning (following training) and report results to qualified staff
 - Administration of eye and ear drops following prescribed written instructions
 - Administer nutritional feed via PEG system
 - Administering insulin injections to stabilised patients following prescribed written instructions (and on completion of the in house training modules and achievement of competency under the supervision and direction of the qualified nurse).
 - Wound care including bandaging and pressure ulcer management
 - Venepuncture
 - Bowel care including the administration of enemas and suppositories,
 - Observation of vital signs
 - Collecting and processing specimens for laboratory analysis including MRSA screening and wound swabs, completing records in line with Trust procedures.
 - Blood monitoring testing for patients with diabetes and calibration of

machines under supervision of qualified nurse

- Help patients in the changing of urinary catheter drainage bags and offer education to patient/carers on catheter care management and infection control
 - Bladder irrigation and re-catheterisation as necessary under instruction of nurse in charge
 - Stoma care, management and education for patients and carers
 - Order equipment for use in patient's homes including beds, mattresses and cushions.
- To work with nursing, GP's and colleagues in other statutory and voluntary organisations for the benefit of the patient and their family
 - Be aware of and follow infection control procedures and policies in the cleaning and disposal of clinical waste
 - To report to the Nurse on duty, any incident in which involved in witnessed, injuries sustained, absences due to sickness or any accident occurring to self or patients whilst in attendance.
 - To keep in confidence information relating to the medical condition or social circumstances of the patient/family
 - To take telephone calls and relay accurate messages/information to relevant team member
 - To ensure adequate supplies of documentation/stationery within the team base
 - Be able to discuss with the nurse on duty prioritisation and review of workload whilst on duty to accommodate patient/visit need
 - To ensure continued development of knowledge and skills identified, addressed and maintained to meet patient need
 - Supporting student nurses and other staff with professional development
 - Contribute to the induction programme/orientation of new staff including qualified bank nurses who may be on shift with you requiring your support regarding how the evening service operates
 - To demonstrate flexibility to meet the needs of the patients and service To maintain contact ability during working hours
 - To be aware of own limitations and discuss with Person in Charge any identified training needs and how to redress

- To be mindful of working environment and contribute to risk assessment of working be and community environment
- To use IT systems

7. WORK SETTING AND REVIEW

The post holder will work under the direction of a registered professional/Person in Charge; they will spend the majority of their time working unsupervised delivering personal care and nursing duties in the patient's home or other setting.

The post holder may be allocated a mentor for some nursing duties.

The post holder will receive management supervision monthly and regular clinical supervision.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either

on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

PERSON SPECIFICATION

POST TITLE: Health Care Assistant Band 3

Factor	Essential	Desirable
Qualifications	Care Certificate Evidence of professional self-development and a willingness to undertake NVQ Level 3 training.	NVQ Level 2, 3 or equivalent in care
Experience	Able to demonstrate health, social care or rehabilitation experience in a care setting.	Previous experience of working in a team. Able to work with a wide range of people.
Knowledge	Knowledge of community services that support and maintain independence. Knowledge of personal care tasks and activities of daily living An understanding of how to support, with empathy and encouragement, individuals who may be unwell or have reduced functional capabilities. Self-awareness and appreciation of own limitations	
Skills and Aptitudes	Competency to provide clinical observations and basic diagnostics Ability to apply practical skills to maintain patient independence Able to use initiative, maintain confidentiality, exercise individual responsibility and judgement. Able to communicate tactfully and persuasively with colleagues, patients and carers. Basic IT skills.	
Personal	Flexible and versatile approach to	

Circumstances	meet the needs of a 24/7 service. Able to travel independently	
Other requirements	Promotes equality and value's diversity (level 3)	

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application form to demonstrate equivalence.

Each of the above points should be considered in the light of minimum requirements listed in the job description.