

# North Bristol NHS Trust

Exceptional healthcare, personally delivered

## Job Description

### Job Details

Job Title: Ward Housekeeper

Grade: Band 2

Directorate: Neurological and MusculoSkeletal Division

Location/Base: 34A & B

### Job Summary

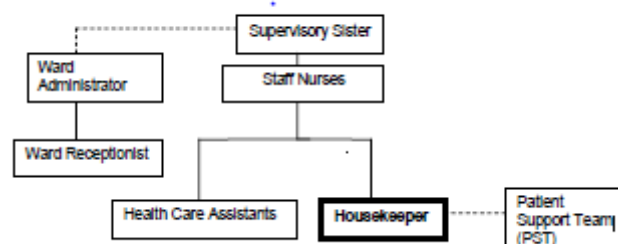
The post holder will work as an integral part of the ward team. The post holder will assist in the co-ordination of all patient facilities/services in the ward area and to ensure a clean, safe and comfortable environment.

The main elements of the role are ensuring the delivery of cleaning, catering and minor maintenance, together with other specified tasks to meet patient needs, as determined by the Senior Sister.

The post holder will work closely with contractors and support services departments as directed by the Senior Sister, assisting in maintaining quality standards and rectify deficiencies.

### Organisation Chart/Accountability

#### SECTION 3 - ORGANISATION CHART/ ACCOUNTABILITY



### Knowledge, Training, Experience And Skills Required

- Numeracy and literacy level 2
- IT skills, Basic Word, E-mail, keyboard skills
- Demonstration of caring and compassionate attributes
- Basic food hygiene training
- Previous NHS experience desirable
- Ability to undertake appropriate training as required for the post
- Effective communication and interpersonal skills
- Ability to work in a team
- Ability to establish good relationships with work colleagues, patients and visitors
- Able to work methodically and tidily
- Ability to work with minimum supervision to an agreed job plan

## Main Duties & Responsibilities Of The Post

### Cleaning

- To assist the Senior Sister in maintaining cleaning standards on the ward.
- To carry out spot cleaning and ensure spillages are dealt with swiftly and efficiently.
- To carry out cleaning of general and specialist equipment, e.g. drip stands, incubators, commodes, toilets, bed pans and raised toilet seats as per cleaning policy.
- To assist in keeping the ward safe and tidy at all times, e.g. remove clutter, room cleans.
- To maintain upkeep of patients' bed areas.
- To assist in specialist cleaning of surfaces and furnishings.
- To carry out cleaning in isolation nursing areas.
- To assist in maintaining a log of medical equipment and cleaning monitors.

### Catering

- To encourage and assist patients to order food, where necessary taking into account special needs and medical requirements as directed by ward staff.
- To ensure people have any assistance they require to eat and drink and to monitor food intake in conjunction with the ward nurse.
- To prepare and serve hot/cold snacks (e.g. breakfast) as requested – offering a 24 hour snack service.
- To serve meals in conjunction with the nursing team, ensuring patients' intake is known and that their dietary needs are met.
- To provide eating assistance, e.g. cutting up food, placing food within reach/feed patients and providing friendly encouragement to patients with regards to eating.
- To prepare hot/cold beverages including appropriate trolley/equipment regularly at scheduled times.
- To ensure all regenerated meals and beverages are served at the correct temperature according to food hygiene regulations and Trust operational policy.
- To prepare areas where food and beverages are served/consumed to ensure a pleasant environment for patients.
- To wash all equipment/utensils used in preparation, regeneration, serving and consuming food and beverages at breakfast and on beverage rounds.
- To check that the ward kitchen is clean and tidy at all times, e.g. discarding out-of-date food and stock rotation beyond the daily clean by the patient support team (PST).

- To ensure refrigerated food is labelled and stored correctly in accordance with Trust operational policy.
- To ensure in conjunction with the ward nurse that discharged and newly admitted patients' meal requirements are actioned.
- To co-ordinate extra meal requirements that may arise.
- To ensure that patients whose fluid intake is not medically restricted have access to fresh water.

### **Maintaining the Environment**

- To assist in the monitoring and audit of service delivery, especially related to cleaning, food, linen and the environment, at the agreed frequency, and to inform the ward sister of the outcomes.
- To assist in completing the ward's defect call log book, ensuring all defects are logged, reported, recorded and closed down as appropriate.
- To assist in co-ordinating other ad hoc maintenance, liaising with the support service helpdesk as required for other services.
- To assist the Senior Sister in carrying out regular equipment monitoring as necessary in accordance with procedures.
- To transport and dispose of clinical, domestic and confidential waste as per the policy, e.g. taking waste to the ward disposal area in conjunction with the PST.
- To clean and prepare beds and handle linen.
- To participate with ward staff in monitoring the access and security and use of premises and facilities.
- To ensure that patients' space is respected including attending to patients' perishable items e.g. fruit.
- To respect the privacy and dignity of patients whilst carrying out housekeeping duties.
- To assist patients in maintaining the safety of their own property and belongings.
- To liaise with the Senior Sister concerns relating to the potential for adverse behaviour and security breaches.
- To use communication skills to help manage and prevent any aggressive and abusive behaviour, and escalate this to a senior member of staff as necessary.
- To ensure the safe storage of equipment.
- To ensure equipment is in good working order. Ensure equipment repairs are carried out in line with trust policy.

### **General**

- To receive, welcome and guide visitors on arrival to the ward, liaising with other staff as appropriate.
- To receive deliveries at scheduled times from automated guided vehicles (AGVs),
- To transport or collect equipment, consumables and written information as required.
- To assist in maintaining and updating paper-based records and information as required.
- To respond to requests for general information.
- To receive and pass on information to others, maintaining confidentiality.
- To understand the Trust's Complaints Procedure and act in accordance with this procedure.
- To assist with training of staff involved with ward housekeeping services explaining the required standards.
- To be aware of any new food hygiene standards, changed to waste

categorisation, etc.

### **Working Practices & Relationships**

- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace.
- To respond to emergencies as directed.
- To maintain effective working relationships.
- To behave in a way that is respectful of other's rights and differences.
- To provide effective customer service.
- To assist in maintaining environmental, food and personal hygiene.
- To maintain complete confidentiality with regard to patient issues.

### **Support of People**

- To ensure patients have adequate supplies to meet basic needs, e.g. toiletries as required.
- To help ensure the ward has sufficient stocks to meet patient and staff needs.
- To assist people with accessing and interpreting written information, e.g. cards and letters, as appropriate.
- To explain the correct use of equipment to people, e.g. nurse call.
- To communicate effectively with people.
- To respond to health emergencies as appropriate and as directed by clinical ward staff.

## **IMPROVING THE PATIENT EXPERIENCE THROUGH YOUR WORK AND INFECTION CONTROL**

### **Improving the patient experience through your work**

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work, which will be further strengthened through becoming a Foundation Trust.

### **Infection Control**

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

### **Health and Safety/Security**

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **Safeguarding Children**

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

### **No-Smoking Policy**

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non compliance.

### **Equal Opportunities**

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

#### ***Harassment and Bullying***

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

### **CONFIDENTIALITY AND FREEDOM OF INFORMATION**

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact. However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any

altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

### **Working Conditions / Effort**

- Expect to plan and deliver own work when on duty in a timely fashion with minimal supervision. Supervision will be available by the Sister or deputy
- Will be required to move objects or loads on a daily basis
- Will be required to concentrate when ordering stores via the computer system
- Occasional exposure to distressing and emotional situations
- Potential exposure to physical and verbal aggression
- Potential exposure to vulnerable person(s)

### **Improving the patient experience through your work**

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## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by.....

Authorised by..... Date.....

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*