

Candidate Pack

For

Health Care Support Worker



North Middlesex University Hospital NHS Trust is a medium sized District General Hospital based in Edmonton in Enfield, North London. We serve a diverse multicultural population largely from the London boroughs of Enfield and Haringey. Many of our patients live in wards that are within the 5% most deprived in the UK and a large proportion of our patients were born abroad. This makes it both a fascinating and a challenging hospital to work in.

Over the last decade we have rebuilt almost all of the hospital and now have facilities that we are proud to work in. We employ over 3,500 staff, more than half of whom live locally. We encourage apprenticeships from the local community and work closely with our local Health Watch.

We are primarily an emergency led hospital with more than 90% of our bed days being used for patients admitted via our emergency and ambulatory units. As well as offering everything you would expect from a major acute hospital we have a number of tertiary services treating patients with HIV and Sickle Cell Disease and a large cancer and radiotherapy service. We also run our local community Sexual Health Clinics.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

In our most recent CQC report (2019) we are still found to 'require improvement', but the report noted the achievements since the previous report, with a positive shift in culture and quality, notably in our Emergency and Maternity departments. Our Trust vision and objectives show our aspirations to develop towards 'Good' and 'Outstanding'.



Additional Information

Location

Situated in Edmonton, North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes
- A 'one-stop' induction programme for all new staff – introducing you to the Trust,

- our values and our services
- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity
- A wide range of Continued Professional Development (CPD) opportunities, working with
- partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work
- A equality and diversity staff network providing support to all staff
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years
- Maternity/paternity and shared parental leave schemes
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

Situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools.

Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Follow us on social media





Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 3,500 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

What it means	Our behaviours
<ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients We are understanding and recognise each other as individuals We are committed to improving our community for colleagues, patients and carers 	<ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others

We are fair:

What it means	Our behaviours
<ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds We are consistent with providing realistic, clear expectations and constructive feedback <p>We are always looking for opportunities to develop all our staff and our services</p>	<ul style="list-style-type: none"> Being consistent Listening to others Supporting each other

We are open:

What it means	Our behaviours
<ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge We actively look for new ways of working and explore new partnerships across teams, divisions and organisations 	<ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes

These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.

Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.



Job Description

Position	Health Care Support Worker
Salary/Band	AFC Band 2
Hours	37.5 hrs/week – internal rotation
Responsible to	Nurse in Charge
Accountable to	Ward Manager

Job Summary

The postholder will work as an effective team member and carry out a range of specific activities in support of registered nurses, involving the direct nursing care of patients.

Duties and Responsibilities:

1. Delivery of Care

- To work as directed and under the supervision of the registered nurse/midwife in charge of the ward/department.
- Undertake delegated individual care needs required for the comfort and well-being of the patients, following patients care plan or Intergrated Care Pathway, including personal hygiene, care of continence.
- Contribute to the movement and handling of patients to maximise their physical comfort.
- Assist patients to eat and drink, documenting all intake and output.
- To effectively communicate changes in the condition of the patient or any untoward incidents to appropriate member of the team.
- Involves patient in decision making process and gains patient consent before commencement of any care respecting the patient choice.
- To help promote and maintain the patients' individual rights and personal cultural beliefs.
- To acknowledge and support individual patients' dignity and specific needs at all times.
- Plan working day, taking account of responsibilities and prioritising workload in discussion with a qualified nurse.
- Ensure that every opportunity to promote health education is undertaken at all times

- Documents all individual care given to patients and ensures that any variance is reported to Registered Nurse.
- Works at all times in accordance with Trust Health Care Support Worker Code of Conduct and ensures that clinical competence has been agreed and assessed.
- Ensure effective communication channels between patients, relatives, staff and other outside agencies as appropriate.

2. Communication

- Maintain the confidentiality of patient and staff information at all times in accordance with Trust Health Care Support Worker Code of Conduct and Trust policies/procedures.
- Communicates with all patients, relatives and staff at all times in a clear and polite manner both face to face and on the telephone.
- Supports and respects patient's cultural and religious differences.
- Talks and interacts with the patient during care delivery.

3. Personal and People Development

- To undertake and complete the care certificate to develop the necessary clinical skills for the delivery of high quality standard of patient care.
- Be aware of own limitations and identify personal training and development needs with the support of the Assessor/Mentor and Ward Manager. Contributes to own Personal Development Plan in accordance with the Trusts appraisal process.
- Acquire the knowledge necessary to assist in emergency situations.
- Complete all Mandatory/Statutory Training sessions to ensure continued compliance.
- Participates in the induction of new staff and students.

4. Organisational

- Inform the Registered Nurse/Midwife with professional concerns and promote practice at all times according to the Health Care Support Worker Code of Conduct.
- Presents a positive image of self and adheres to the Trust Uniform Policy.
- Conduct yourself in a professional manner at all times.
- Listens to patients concerns, acts appropriately to patient requests, documenting actions and passes information or issues that they are unable to deal with to the nurse in charge.

- Participate in responding to of complaints in accordance with Trust policy.
- Personal adherence of the Trust's, Ward / Department policies, procedures and protocols.
- Contributes to the achievement of the team objectives and actively contributes and participates in ward meetings.
- To be observant and ensure the security of the department at all time, reporting any issues identify in relation to security and safety of individuals within the department/trust to the nurse in charge.
- Assist in the maintenance of a healthy safe and secure environment for patients and staff, reporting any hazards or faulty equipment to the nurse in charge, ensuring all equipment is cleaned prior to being sent for repair.
- Assist in the maintenance of basic housekeeping duties under the direction of the ward manager – i.e. tidy patients' bed area once discharged, tidy sluices, tidy store & linen rooms, ensure all stock levels are as they should be, label dirty linen bags.
- Contribute to the cleanliness of the clinical areas, ensuring personal actions are in accordance with infection control policies and guidance.
- Utilise all resources to the maximum benefit of the service, being aware of cost implications specific to the ward/department.
- Assist in the maintenance of adequate stock controls as instructed by the nurse in charge.
- To assist with any other administrative and clerical support to the department including telephone enquires as authorised by the nursing in charge, filing case notes, reports and assisting in maintaining an accurate bed status report.
- Contribute and participate in audit and research i.e. assist in the collection of simple data.

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder