JOB DESCRIPTION JOB TITLE:

**Physical Health Care Assistant (HCA) - Full time**

DEPARTMENT/DIVISION: Across at wards at Cygnet Appletree.

REPORTS TO: Physical Health Lead Nurse and Clinical Manager

The post holder works as part of the ward / department team under the supervision of registered nurses and:

Participates in the delivery of patient centred care, maintaining a compassionate and professional attitude at all times.

Support registered professionals with carrying out physical health interventions for patient when necessary; ECG and phlebotomy etc.

**KEY WORKING RELATIONSHIPS:** All members of the multidisciplinary team, including nursing and medical staff, support workers and administration and clerical staff and external agencies; GP staff, district nursing team and podiatrist.

**MAIN DUTIES & RESPONSIBILITIES:**

Work cooperatively as part of the multi-disciplinary supporting patients with their physical health care needs/conditions and supporting staff with physical health care monitoring and occasionally liaising with external agencies.

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| * Understand own level of responsibility and accountability in relation to registered staff.
* Communicate and document clearly, effectively and appropriately with the multidisciplinary team and patients.
* Through practice demonstrate an understanding of Duty of Care and how this contributes to safe practices.
* Following appropriate training and supervised practice, undertake identified competency based practices which are required for the ward.
* Arrange work load and carry out tasks that are delegated by registered members of staff and to also work to own initiative within the limits of your competencies.
* Assist other members of staff in attaining competencies in phlebotomy/ECGs/Aseptic technique.
* Identify learning and development needs and produce a personal development plans in conjunction with your line manager / supervisor.
* Achieve and maintain competence in mandatory and statutory training associated with the role.
* Assist the Physical Health Lead Nurse in the dissemination of information to ward-based staff in relation to Physical health issues, best practice and corporate policy changes.
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**Essential:**

* Experience working in general adult health care services such as general hospital, GP practice, community services, etc.

**Desirable:**

* Experience in caring for individuals with mental health disorders

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| **Specific Responsibilities** **Honesty and Responsibility: Communication**  |
| Build partnerships and therapeutic relationships through safe, effective and non-discriminatory communication taking account of differences, capability and needs of individuals.* Maintain a high standard of personal behaviour and ensure effective communication with all members of the multidisciplinary team.
* Communicate effectively with patients and members of the multi-disciplinary team
* Use paper and electronic systems to retrieve and record patient information in line with Trust documentation standards and operational systems.
* Apply the principles of information governance and patient confidentiality to all aspects of your role.
* Obtain verbal consent from the patient before any clinical intervention is undertaken; where this is not given report this to a registered nurse prior to undertaking the intervention and seek advice the medical team as to whether this intervention needs carrying out under restraint. Document this discussion clearly in line with hospital policy (i.e. bloods taken under restraint).
* Participate in discussions about patient care and ward and departmental issues at hand over and Physical Health MDTs / departmental meetings.
* In instances when a patient/ visitor feels the need to raise concern or complain attempt to deal with this locally initially, but always inform a registered nurse and inform line manager during your supervision.
* Observe and report to the registered nurse all changes in a patient’s physical and psychological condition.
* Escalate concerns regarding colleagues through the appropriate route
* Maintain professional boundaries and working relationships with patients and colleagues and accept constructive feedback.
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| **Responsibility and Honesty: Personal and People Development**  |
| * Take personal and collective responsibility to do the best you can, working towards your agreed individual and Corporate-wide goals. You are expected to be held accountable and to challenge/ highlight to the line manager poor performance , attitude and behaviour
* Have responsibility for personal updating and development, including achieving and maintaining mandatory and statutory training and appraisal.
* Undertake any appropriate training as deemed necessary by your line manager or clinical manager.
* Support and participate in induction, orientation of newly appointed staff, showing new staff how to carry out blood sugar monitoring, how to complete NEWS2 and how to carry out physiological investigations.
* Act as a professional role model to other healthcare staff and students.
* Recognise the limits of your competence and knowledge and reflect on these limits and seek advice on and refer to other health professionals were necessary.
* Recognise signs of stress in self and others and take appropriate action by informing Line
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| **Responsibility: Health, Safety and Security**  |
| * Be aware of and comply with all Corporate Policies and Procedures which govern Health and Safety and clinical practice especially in relation to lone working.
* Gain a handover from ward staff prior to engaging with patients on the ward
* Actively promote the prevention of cross infection to and from all patients, visitors’ staff and the environment, by encouraging and educating others in the use of standard precautions. Carry out Covid19 testing and keep up to date with policy changes.
* Ensure that prior to using any medical device, you have been trained and your competency assessed and recorded. Report immediately to maintenance any fault with a medical device and ensure it is removed safely from use. Maintain a clean and tidy environment including cleaning of equipment and medical devices.
* Report and raise concerns in relation to poor practice, attitude and behaviour of any health care professional through line management structures.
* Manage own time effectively, ensure good time keeping in relation to shift commencement and breaks.
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| **Innovation** |
| * Monitor stock levels and re-stock clinical room and sluice room equipment on a regular basis. Be pro-active in asking house-keeping for more hand towels in clinical areas. Re-stock aprons and gloves in the clinic rooms using stock from the PPE cupboard.
* Register patients on the long stay wards who are commenced on Clozapine or Denzapine with CPMS or DMS and make sure labels and equipment are kept stocked up.
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| **Quality**  |
| * Following direction and delegation from a registered nurse undertake aspects of care for a patient / group of patients
* Practise in accordance with agreed standards of care within your level of competence.
* Assist in audits and research as required
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| **Respect, Equality and Diversity** |
| * Recognise and respect people at all times with regard to age, disability, gender, position, race, religion and sexual orientation through professionalism and courtesy, treating all patients, colleagues, visitors, carers, communities and others as they would wish to be treated.
* Act as an advocate for patients attending Consultant/specialist appointments at general hospital. Document clearly outcome of appointment.
* Ensure privacy and dignity for all patients is maintained in the clinic room (use screens etc)
* Act in a non-discriminatory manner at all times being mindful of the requirements of each individual patient.
* Escalate concerns regarding discriminatory practises.
* Take account of own behaviour and its effect on others
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| **Responsibility:** **Provision of Care to Meet Health and Wellbeing Needs**  |
| * Act first and foremost to care for and safeguard the patients and act in a compassionate and patient centred manner.
* Report any issues relating to safeguarding in a timely manner in line with hospital policy.
* Obtain prompt assistance during an emergency situation. Escalate any concerns immediately to a registered Nurse/doctor.
* Recognise and understand the importance of nutrition and lifestyle changes that can improve the physical health of patients within your care.
* Support the Physical Health OT and other OTs with Physical Health initiatives.
* Recognise where a patient may display problems with swallowing and require further assessment and report this to the Physical Health Lead Nurse.
* Demonstrate awareness of wound / skin changes associated with damage caused by self-harm, incontinence or pressure sores. Carry out wound dressing changes and support ward staff to be able to do the same. Document clearly.
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