## Job Description

**Healthcare Assistant – Primrose Hospice at Home**

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| **Job Title:** |  |
| **Reports to:** | **Head of Clinical Services** |
| **Location:** | **Primrose Hospice, St Godwald’s Road, Bromsgrove B60 3BW** |
| **Hours:** | **22.5 hours per week** |
| **Salary:** | **£13,800 Actual / £23,000 FTE** |

**Purpose:**

Primrose at Home is a team of Health Care Assistants providing personal care and social and emotional support to patients with life-limiting illnesses and their families at home. The aim of the service is to provide short term support at the end of life, or at a time of identified need, and, where possible, to enable patients to remain at home rather than go into hospital.

Health Care Assistants carry out assigned tasks involving direct care as directed by the care plan agreed with the Clinical Team at Primrose Hospice

**Key relationships:**

* Patients and their families and friends
* Family Support Team
* Registered Nurses and Therapists
* Healthcare Assistants
* Medical Team
* Multi-disciplinary team members
* Neighbourhood Teams – DN’s , Community Palliative Care Team, Neuro Team

**Job Role:**

Key responsibilities:

**Accountabilities**

* Have an understanding of the philosophy and ethos behind the care provided at Primrose Hospice.
* Assist the registered nurses in developing and maintaining a safe, caring and supportive environment for patients, relatives and staff.
* Provide care for named patients with palliative care needs in accordance with the patients’ care plans as defined by the senior nurse, with minimum direct supervision.
* Communicate with patients, carers and health professionals in a professional manner
* Provide support to patients’ carers or family members.
* Participate in audits, surveys or other clinical governance activities as requested.
* Assist in the coordination and support of volunteers working with the service.
* Use resources economically and efficiently.
* Participate in own personal development.
* Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
* Work effectively within the multi-disciplinary team and acknowledge the importance of all disciplines.
* Uphold and promote equality, diversity and inclusion.

**Provision of Home Care**

* To ensure patient’s comfort, safety and dignity at all times.
* Where directed by the written care plan, to assist the patient in the performance of those activities of daily living that they would perform for themselves if able, for example:
  + Eating and drinking
  + Mobilising
  + Attending to personal hygiene
  + Care of nails and hair
  + Care of mouth and teeth
  + Toileting
  + Dressing and undressing
* To provide light meals and snacks for the patient where appropriate and where specified on the care plan.
* To be aware of the emotional needs of patients, relatives and carers and provide support where necessary.
* To observe strict rules regarding confidentiality of patient information at all times.
* To report any change in the patient’s condition to the Clinical Team at Primrose Hospice or other appropriate Healthcare Professional.

**Clinical**

* Recognise changes in symptoms and conditions, notify other health care professionals as necessary.
* In line with Hospice policies on patient documentation, update patient records ensuring entries are accurate, relevant and contemporaneous.
* Be responsible for ensuring all equipment utilised is cleaned and safe for use before each patient session, plus stored correctly and safely when not in use.
* Demonstrate safe and appropriate use of hoists and manual handling equipment.
* Enable patients to develop the knowledge and skills to manage their illness / social situation.
* Support individuals to retain, regain and develop the skills to manage their lives and environment

**Education**

* Participate in the development, teaching and educational programmes undertaken in the Hospice
* Actively participate in yearly appraisal process.
* Demonstrate critical thinking and reflection on practice, developing own skills and knowledge.
* In conjunction with senior colleagues within the multi-disciplinary professional team, respond positively to change initiatives, demonstrating awareness of the implications.
* Contribute to the development and review of clinical policies and procedures to reflect best practice, professional codes of conduct and The Care Quality Commission Standards.
* Take responsibility for accessing regular clinical supervision / reflective practice.

**Other duties & responsibilities**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

**Assistance**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

**Confidentiality**

You should be aware of the confidential nature of the Hospice environment and / or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

**Data Protection**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**Health and Safety**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

It is expected that you will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout your role. It is also hoped that as the Hospice is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.

**Agreement**

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| **Approved by Line Manager - Signature:** |  |
| **Job Holder’s Name** |  |
| **Signature:** |  |
| **Date agreed:** |  |
| **Reviewed:** |  |