



## HEALTHCARE ASSISTANT INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER



# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Post Title</b>	Healthcare Assistant
<b>Base</b>	The Shrewsbury and Telford Hospital NHS Trust
<b>Accountable to</b>	Ward Manager

## JOB PURPOSE

The post holder will provide support and assist Registered Nurses delivering all aspects of health care directly to patients, within defined levels of competence and practice. This will include assisting in maintaining a suitable environment in which to deliver that care.

## MAIN DUTIES AND RESPONSIBILITIES

To work on an ad hoc and flexible basis to support ward/department teams throughout the Trust delivering care.

## PATIENT CARE

- Provide support to patients to maintain their hygiene needs. This may include actions such as:
  - Bathing/washing
  - Care of mouth, hair, nails and eyes

- Provide support to maintain their elimination needs. This may include actions such as:
  - Encouraging continence
  - Emptying urinary catheter bags
  - Mobilising to toilet or use of commode or bedpan
  - Maintaining hygiene needs after episodes of incontinence
- Assist in the delivery of pressure area care. This may include actions such as:
  - Repositioning of patients as directed
  - Maintenance of good levels of skin hygiene
  - Reporting the observed condition of a patient's skin
- Assist in the maintenance of patients nutritional and hydration needs. This may include actions such as:
  - Assisting patients in the selection of appropriate food and drink
  - Serving meals and drinks
  - Report any observed swallowing difficulties to the Registered nurses
  - Measure and record intake and output accurately
- Accurately undertake and record patient observations (at a frequency determined by the Registered nurses), reporting any abnormalities immediately to a registered nurse. This may include actions such as:
  - Recording, Temperature, Pulse, Blood Pressure and Respiratory Rate
  - Peak Flow
  - Oxygen saturation level
  - Hourly urine output
  - Patient at Risk/Early warning score
  - Weight
- Escort patients to and from other wards and departments under the direct instruction of the Registered nurses.
- To move patients safely using techniques taught by the Manual Handling Team, including the safe use of mechanical and non-mechanical manual handling aids.
- To provide clinical administrative support to Registered nurses. This may include actions such as:
  - Assemble nursing documentation
  - Advise Admissions/Bed Bureau of patients' arrival
  - Record patients' biographical data in manual/computerised records
  - Collate patient documentation on discharge or transfer
  - Answer the telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
  - To ensure that patient's valuables and possessions are cared for as per available policy

## MANAGEMENT

- To effectively manage own workload when caring for a group of patients and reporting to a Registered nurse when expected roles have not been fulfilled.
- To ensure that any observed incident, complaint or other undue occurrence is reported in accordance with Trust policy.
- Participate in the maintenance of an effective and safe environment on the ward/department. This will include actions such as:
  - Maintain general tidiness and cleanliness of the ward
  - Maintain, monitor and control stock and equipment within the ward
  - Prepare specific equipment required within the ward
  - Assist in creating a restful and supportive environment
  - Make occupied and unoccupied beds
  - Prepare environment for clinical procedures

## EDUCATION, DEVELOPMENT AND SUPERVISION

- To participate in annual appraisal and identify own learning needs
- Attends annual statutory training sessions
- Be aware of and adhere to work in accordance with the Trust policies and procedures and relevant national legislation

## PROFESSIONAL CONDUCT

- To adhere at all times to uniform policy
- To conduct oneself in a manner perceived by others as constructive
- To address personal concerns constructively through appropriate channels

## COMMUNICATION AND RELATIONSHIPS

- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff
- Be aware of and support individual, religious, cultural, psychological and special needs
- Provide information about services available to patients within the ward





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

## QUALIFICATIONS

ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>GCSE in Maths and English grades 9-4 (A-C) or Functional Skills Level 1 or higher</li> <li>NVQ 2/3 in Health related subject</li> </ul> <p>**If you cannot provide one of the above options you will be required to sit a short numeracy and literacy assessment online</p>

## EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Can demonstrate an understanding of what is required within the role of a Healthcare Assistant in the care setting</li> <li>Can describe the Trust Values and demonstrate how they put these into practice within their caring role</li> </ul>	<ul style="list-style-type: none"> <li>Previous hospital experience</li> </ul>

## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Evidence of effective verbal and written communication skills</li> <li>Evidence of the ability to work with a variety of teams, in a number of different acute settings, on a daily basis, to achieve a common goal</li> </ul>	

# CAPABILITIES

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Is aware everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times.</li> <li>• Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an adverse impact on other people.</li> <li>• Is aware of their own values and is able to demonstrate alignment to the values of the Trust.</li> <li>• Understands they will be required to actively seek and take part in learning opportunities.</li> <li>• Is aware they will be required to adapt to change to continually meet the needs of the wards where temporary staff are required, and the patients they support.</li> <li>• Is aware of the need to show initiative.</li> <li>• Ability to work well independently under the supervision of others</li> <li>• Attention to detail</li> <li>• Has a “can do” attitude and demonstrates a willingness to “go the extra mile”</li> <li>• Ability to work under pressure and at times in emotionally demanding situations</li> </ul>	

# GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

**Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site

**Disclosure of Information** - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action

**Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:



- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

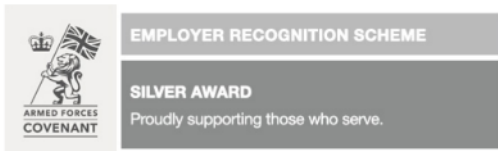
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

# NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

# MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)