

# DEMENTIA SUPPORT WORKER

## Candidate Pack



## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone\*\**

- This role supports the dementia nursing team to make sure people with dementia or delirium receive safe, caring and consistent support during their hospital stay.
- It includes helping to deliver dementia assessments, activities and care plans, and making sure carers are listened to and involved.
- The job also helps the team meet dementia care standards across the Trust and supports staff on wards to use tools like the Butterfly Scheme and patient passports.
- You will work with many different clinical teams to share important information, update care needs and help plan patient discharge.
- The role involves spending time on wards each day to offer direct support, guidance and engagement for people living with dementia.

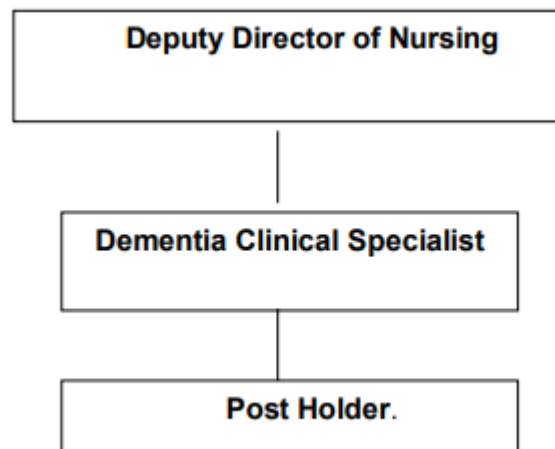
## Job Description

<b>Job title:</b>	Dementia Support Worker
<b>Grade:</b>	3
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Dementia Clinical Specialist
<b>DBS required:</b>	Yes

## Post Purpose

- The post is based within Senior Corporate nursing team working with the Dementia CNS and Clinical teams in the delivery of evidence based care to people with dementia and delirium
- To support clinical and managerial staff in meeting the performance measures in the Dementia CQUIN and other dementia related performance measures
- To support people with dementia through activity, stimulation and engagement

## Organisational Position



## Scope and Range

- To undertake dementia screening assessments for all patients as required.
- To work Dementia clinical Specialist to support the delivery of action plans to improve Dementia care
- To support the senior dementia team in embedding and sustaining the Trust dementia care initiatives, such as the Butterfly Scheme, patient passport and dementia care pathway and bundle
- In collaboration with the Dementia CS and clinical teams provide support to people with dementia and their carers during their hospital stay

## Key working relationships

- Clinical Lead for Dementia
- Lead for Patient experience
- Heads of Nursing and Matrons
- Ward and department managers
- Allied health professionals leads
- Mental Health Liaison Teams

## Main Duties and Responsibilities

- To organise own daily workload to ensure all people living with dementia are supported to receive good dementia care in each area This will involve working across any and all wards within the hospital site, promoting/role modelling and implementing Butterfly Scheme, REACH approach, Pt Support Plans (All About Me )Passports, Support Plans, Abbey Pain Scale (use of electronic system on wards Vitals)
- To carry out dementia screening assessments and basic cognitive assessments with patients identified by referrals as required
- To document the outcome of the above assessments on the appropriate screening form, in the medical note using an agreed process and wording as appropriate.
- Communicate with the Dementia CS, clinical leads and Mental Health Liaison teams regarding patients flagged for referral on assessments
- Under the supervision of the Dementia CS/ clinical teams plan and provide 1:1 and small group activities for people with dementia.
- Under the supervision of the clinical teams provide support to carer's of people with dementia by determining their information needs and gathering important information about the person with dementia.
- Work closely with wards to provide support to people with dementia on the wards at mealtimes and as needed to support wards for longer periods.
- Liaise with MDT members about changes in the needs of the person with dementia and their carers needs
- In conjunction with ward staff identify carers of people with dementia and participate in patient and carers satisfaction audits
- To liaise and assist with: the other members of the multidisciplinary team in contributing to the discharge process. Attend meeting as appropriate
- To use a range of verbal and non-verbal communication skills: to communicate effectively with patients. This will include patients who may have difficulties in understanding or communicating.
- To carry out administration tasks in support of the team e.g. photocopying, scanning Pt passports / support plans/PSAG boards / Ward Vision.

## Systems and Equipment

- Ensure confidentiality in all matters relating to patients and information obtained during the course of employment in accordance with Data protection, Caldicott and Freedom of Information Acts.
- Ensure the maintenance of accurate and up to date patient records in line with Trust policy and professional standards
- Use Electronic communication systems, personal computer systems and normal office equipment

## **Decisions, judgements and freedom to act**

- To be responsible: for organising own time on a day to day basis.
- To receive supervision: on a day to day basis as required and participate in formal supervision sessions.
- To respond positively to service change and development and with the team members identify areas for future development.
- Support staff in delivery of direct patient care as applicable.

## **Communication and Relationships**

- To develop and maintain the skills required to provide and receive sensitive or contentious information, from patients and carers. The skills required include those of persuasion, motivation, negotiation, training, empathy and reassurance. This may be because agreement or co-operation is required or because there are barriers to understanding.
- To use information gained to communicate with members of the multi-disciplinary team regarding patient issues, respecting the confidentiality of patient information disclosed.
- To be aware of referral mechanisms to outside agencies both verbal and written and to carry out these tasks when required. The focus will include patient information in order to continue seamless patient care.

## **Working conditions: Physical, mental, emotional and environmental demands**

- To develop and maintain: an ability to cope with and prioritise unexpected work demands and deadlines.
- To develop own competencies in dealing with distressed or unpredictable behaviour from patients and their carers
- Concentration is required to enable the post holder to provide and receive information.

This job description is an outline of the main duties and competencies required for this role. The post holder may be required to perform any other duties on an occasional basis, which is commensurate with the grade and agreed by the post holder and the line manager.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 3 Diploma in Clinical Healthcare Support or NVQ Level 3 in Care or demonstrate a commitment to work towards the Diploma qualification</li> <li>• Basic literacy and numeracy skills</li> </ul>	
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• A general understanding of a patients holistic care needs</li> <li>• • Awareness of the developments in the care of people living with dementia (passports, environments/activities)</li> <li>• Experience of working in an acute care setting/ Community Setting</li> <li>• Experience of caring for patients with Dementia</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and awareness of issues relating to mental health</li> <li>• Understanding of the principles and values underpinning good care practice</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Evidence of effective verbal- face to face / telephone, written communications and listening skills.</li> <li>• Evidence of the ability to work with others</li> <li>• Is aware that everyone has different feelings and values and is aware of the need to respect and acknowledge these at all times.</li> <li>• Is aware that their own values, attitudes and</li> </ul>	

	<p>cultural assumptions will have an impact on others</p> <ul style="list-style-type: none"> <li>• Willing and able to work collaboratively with families and non-professional carers</li> <li>• Is aware of their own values</li> <li>• Understands that they will be required to actively seek and take part in learning opportunities</li> <li>• Is aware that they will be required to adapt to change to continually meet the needs of 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> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Awareness and understanding of the need to meet the Trust standards of conduct for the role</li> <li>• Awareness of the physical, mental and emotional effort required to support patients with their needs</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to travel to both hospital sites</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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

