



CHILDREN'S NURSING 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.

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

Job Title	Children's Nursing Assistant
Band	3
Directorate	Women and Children's
Accountable to	Ward Manager / Lead Nurse for Women and Children's
DBS Required?	Enhanced

JOB OVERVIEW

The Children's Nursing Assistant (CNA) is a member of the care team appointed to support registered practitioners in delivering identified nursing support for specific care, to a defined group of patients with specific medical needs.

The post-holder will undertake a range of activities under the indirect supervision of an appropriately qualified or professionally registered practitioner, having received training and being assessed as competent in the activities required, working within a degree of initiative and within a set framework, reporting to the accountable nurse. Participating in assessment of care and reporting assessments to accountable nurse.

To be an integral part of the multi-disciplinary team caring for children, liaising with other specialties as required.

Main Duties and Responsibilities

- The post holder will primarily work within their own team but may be required to work anywhere within the Care Group.
- The post holder will take an active role in the provision of parent craft and undertake clinical duties specific to the level of training thus supporting nursing staff in the delivery of family centred care. The post holder will have the ability to cope with an unpredictable workload in what can be a stressful environment. Under the direction and supervision of registered nurses (RN), the post holder will:

Patient Care

- Reporting abnormalities to Registered Nurse (RN)
- Assist patients to maintain their hygiene needs. This may include actions such as
 - Bathing/washing at bedside/in bathroom
 - Care of mouth, hair, nails and eyes
 - Wet/dry wraps
 - Parent craft Demonstrations
- Assist patients to maintain their elimination needs. This may include actions such as
 - encouraging patient continence/toilet train for children
 - emptying urinary catheter bags
 - stoma care
 - Mobilisation to toilet or use of commode or bedpan
 - Maintaining hygiene need after episodes of incontinence/ developmental elimination needs. General nappy care.
- Assist in the delivery of pressure area care. This may include actions such as
 - Re-positioning of patients as directed
 - Maintenance of good levels of skin hygiene
 - Reporting the observed condition of a patient's skin
 - Follow tissue viability policy in force at time.
- Assist in the maintenance of patients nutritional and hydration needs. This may include actions such as
 - Assist patients in the selection of appropriate food and drink
 - Serve meals and drinks including the calculation of appropriate carbohydrate intake
 - Report any observed feeding difficulties to the RN
 - Feed patients with identified swallowing difficulties or in the absence of parent/carer
 - Measure and record intake and output accurately, including infusion devices.

- Administer naso gastric feeds – position checked in line with policies and aspiration of naso gastric tube as directed by trained nurse
- Administer PEG tube feeds
- Aspiration of naso gastric tube as directed by trained nurse
- Making up patient feeds, baby milks or special feeds when requested.
- Undertake and record accurately patient observations (at a frequency determined by RN or vital pac), reporting any abnormalities immediately to a registered nurse. This may include recording
 - Temperature, pulse, blood pressure and respiratory rate
 - Peak flows
 - Oxygen saturation levels
 - Consciousness levels (Glasgow Coma Score)
 - Hourly urine output
 - Patient at Risk/Early warning scores
 - Weight, length and head circumference
 - Circulatory obs
 - Removal of invasive items relating to patient care as directed by RN – eg cannula
 - Pregnancy tests
 - Other observations as directed if competent to do so.
- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff.
- Communicate effectively with children and families recognising any barriers to understanding to provide and receive complex/sensitive information. Use persuasive, motivational, negotiating, training, empathic or reassurance skills to gain agreement and co-operation.
- To move patients safely using strategies 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:
 - Complete all relevant documentation as part of the admission process, ensuring all entries are countersigned by a registered nurse
 - Advise Admissions/Bed Bureau of patient's arrival
 - Collate patient documentation on discharge or transfer
 - Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
 - To ensure that patients valuables and possessions are cared for as per available policy
- Support patient communication and encourage participation including patients with specific communication difficulties and age-related developmental considerations.

- Be aware of and support individual, religious, cultural, psychological and special needs.
- Support patients who are distressed; be aware of the special needs of people with mental illness, learning difficulties or age-related challenges. Refer any distress to an RN. Provide emotional support on a frequent basis to children/parents/carers who may be upset/worried due to their child's condition or prognosis.
- Provide information about services available to patients within the ward.
- Introduce new/Agency staff to the layout of the ward; demonstrate procedures and use of equipment as directed by Registered Nurses.
- Participate in the maintenance of an effective and safe environment on the ward. This will include actions such as
 - Maintain general tidiness and cleanliness of 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
- Carry out other clinical duties as requested by RN's. This will include actions such as
 - Maintain established oxygen therapy (to include oral care)
 - Perform Last Offices
 - Apply simple dressing under direct instruction of RN.
 - Assist with nursing procedures and clinical procedures as appropriate
 - Handle specimens safely
 - All escorting of patients undertaken following direct instruction of RN's e.g. Checking cannula sites
 - Venepuncture
- Interact/play with children as required occupying, amusing or distracting them
- Accompany children to other departments within the hospital or occasionally escort children to outpatient appointments in other hospitals.
- Assist with daily bed making, washing the beds, changing the linen as required, segregating the soiled and contaminated linen and disposing of it appropriately.
- To work independently in specific areas of care once deemed competent to do so by the Ward manager (eg: supporting mothers with breast feeding)

Non-Clinical Responsibilities

- Develop the computer skills needed to manage the systems in place on the ward for managing bed state etc.
- Take action to maintain an environment that is clean, tidy and in a good state of repair
- Assist with the ordering of stock and putting it away

- Receive and relay messages and telephone call, relaying information and referring the enquiry to the appropriate personnel when required.
- Assist other departments, when necessary, i.e. children's clinics
- Participate in surveys /audit as necessary.

Management

- Demonstrate (to new CCA's and student nurses) basic aspects of care pertinent to patient need.
- To ensure cost effective clinical practice is maintained.
- To ensure that any observed incident, complaint or other undue occurrence is reported on Datix in accordance with Trust policy.
- Contribute to maintaining the ward and Trust's agreed philosophy, aims and objectives

Education, Development and Supervision

- To discuss and plan personal training and development with mentor/manager through the appraisal process and to achieve objectives set out within the appraisal process.
- Ensure personal knowledge of strategies, initiatives, policy and ward development and guidelines is maintained by participation in attending at least 50% of ward meetings, reading communication book and attending mandatory training.

Human Resources

- Be aware of and adhere to local and national HR policies, procedures and guidelines at all times.
- Attend statutory training sessions as required, including the mandatory training day, resus training updates and others that are deemed mandatory by the trust or Lead Nurse.

Professional Conduct

- To adhere at all times to uniform policy, unless agreed with ward manager.
- To conduct oneself in a manner perceived by others as constructive.
- To address personal concerns professionally through appropriate channel.
- Promote choice, wellbeing and the protection of all individuals. By being aware of the trust policies on safeguarding children, and by following the correct procedures if you have any concerns.
- Demonstrate an awareness of child protection issues and communicate any concerns and in this field to the nurse in charge and document said concerns.
- As a Trust employee you are required to comply with all legislation and guidance relating to

safeguarding children and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implication for your continued employment. You are required to inform the Head of Child Protection Support Service if your own children are/become subject to child protection procedures. This information will be treated in a confidential manner.

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witness or has 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
- Contribute to the education of parents/carers, in partnership with a registered/qualified practitioner.
- In the event of a Major Incident or Pandemic you may be asked to carry out other duties as requested. Such requests would be in your scope of competence and reasonable and with staff side agreement. You would also be reasonably expected to participate in training for these infrequent events.
- Attention is drawn to the confidential nature of the information collected within the NHS. The unauthorized use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civil damage under the Data Protection Act 1998.
- It is a condition of your employment that, should you come into possession of information relating to the treatment of patients or the personal details of an employee, you should regard this information as confidential and not divulge it to anyone who does not have the right such information.
- The Trust fully upholds the Caldicott Report principles, and you are expected within your day to day work to respect the confidential of patient identifiable information.



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"> • Childcare qualification (eg NNEB) or HCA (NVQ level 3) • Maths and English GCSE Grades 9-4 (or grades A-C) or equivalent in Maths and English. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • To have a basic knowledge of the needs of the child and family • Recent substantial experience in Childcare/Healthcare setting • Awareness of basic child protection procedures 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Caring attitude • To cope with stressful working conditions and fluctuating workload 	<ul style="list-style-type: none"> • Teaching skills • Basic computer skills

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Good communication skills• Flexibility in working patterns• Good interpersonal skills• Motivated• Team player• Ability to use own initiative to organise work• Ability to cope with fluctuating workload• Approachable manner	

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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





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