



ENHANCED CARE SUPPORT WORKER

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

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

- Coaching
- Mental Health
- First Aiders

PHYSICAL

- Fast track physiotherapy service
- Free eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL

- 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

Post:	Enhanced Care Support Worker – Enhanced Care Team
Grade:	Band 2
Responsible to:	Ward Manager
Accountable to:	Clinical Lead for Enhanced Care
DBS level required:	Enhanced with Adults and Childrens Barred Lists

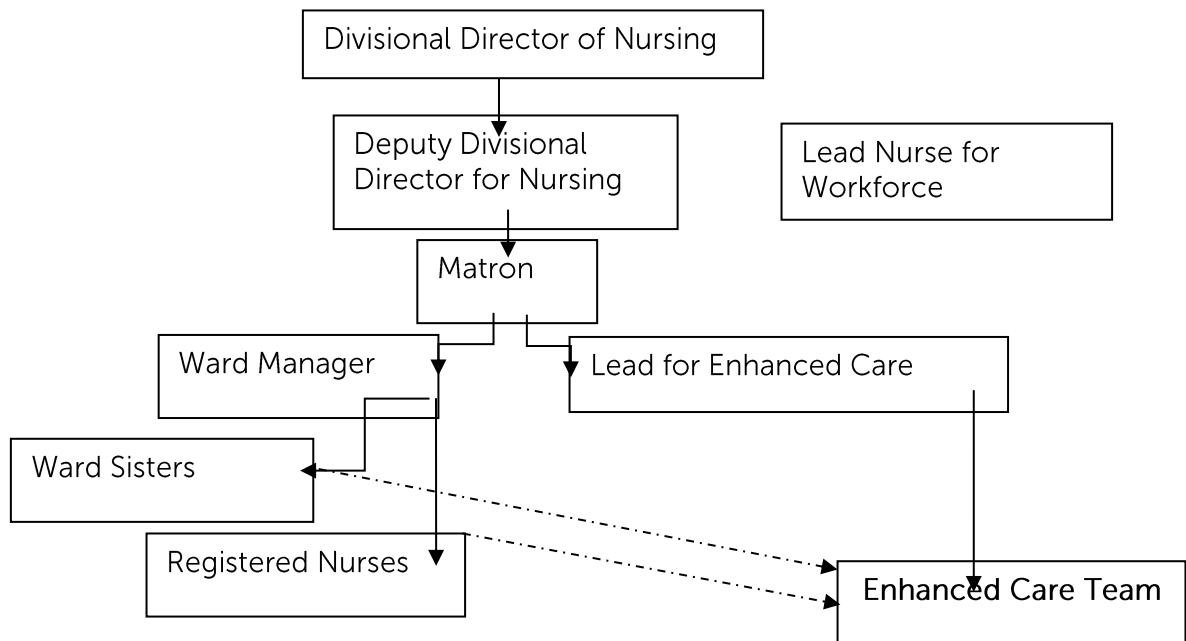
The post holder will be an integral part of the Enhanced Care Team, delivering enhanced therapeutic care, support, and supervision to meet the physical and psychological wellbeing and additional needs of the patient/s.

Enhanced care and support will focus on patient-centred care giving and holistic care planning to meet the requirements of the patient/s and the role.

This rewarding position of Enhanced Care Support Worker will develop and evolve with our collaborative team working approach to ensure we meet the advancing demand of the service and users, therefore, passion and inspiration for service quality will be nurtured.

The Enhanced Care Team will provide support to Registered Nurses (RN) in the delivery of all aspects of fundamental health and social care to patients requiring enhanced care and support and will be under the direction and supervision of RN's and ward managers. The team will be responsible to the Clinical Lead for Enhanced Care.

Flexibility in working across shifts, wards and sites will provide a wider range of exposure to the patient/s treatment and care and will offer a broad range of experience to the Enhanced Care Team.



MAIN DUTIES AND RESPONSIBILITIES

In your role as Enhanced Care Support Worker, you will be expected to provide high quality enhanced care and supervision support that respects people's dignity and is inclusive of their individual needs and preferences. Treating people with compassion and kindness is essential to patient health, wellbeing and experience, this can be achieved by demonstrating the same level of humanity and empathy you would expect for your self or someone you care about.

A comprehensive training programme and ongoing support will be provided to ensure the role is undertaken confidently and competently.

A flexible approach to meet the needs of the patient/s and clinical area/ward is fundamental in the quality delivery of the enhanced care and supervision service.

Enhanced care and supervision provide patient 1:1 care and support through observation and interaction, aiming to reduce the risk of patient harm and enhancing patient experience. The use of de-escalation techniques may be required to manage patient conduct and behaviour.

To ensure that all care needs, support, and supervision is patient-centred and inclusive, familiarising yourself with patient information and care plans is necessary for the delivery of appropriate patient care and support. The role will allow for relevant activities to be implemented and documented for patient therapeutic stimulation and enjoyment.

For patient care continuity, accompanying patients should they be transferred to different wards and hospital locations may be required.

Working as a team but also working independently and on own initiative is essential within this role and audit support, feedback and open communication to develop the quality of service is encouraged. Respectful working is expected and should be conducted and received.

Whilst you will be aware of your roster allocation in advance due to the nature of the role and needs of the service, there will be times that flexibility will be required. This post will require rotation duties, work on different wards and across sites where possible.

Example Tasks indicated can only be completed following a relevant period of training and instruction by a RN.

Enhanced Patient Care and Supervision

Support patient communication and encourage active participation of patient, relatives, or carers. Engage with family members and carers as care partners to inform patient care and support activity planning.

Use aids as appropriate for patients with specific communication difficulties to actively engage with patient/s providing activities and therapeutic stimulation as appropriate to the patient's preferences and needs.

Act as a patient advocate and consider the equality, diversity, and inclusion of all.

- Be aware of and support individual religious, cultural, psychological and spiritual needs.
- Support patients who are distressed, that have mental health challenges, learning difficulties or enhanced care need using your skills to support your patient. If you have concerns in ability to support such care needs escalate to the RN.
- Work transparently and provide information about services available to patients/family and carers within the clinical area/ward.
- Introduce new/agency staff to the layout of the ward; demonstrate procedures
- And support colleagues in providing high quality patient care and support.

To work collaboratively with all staff members and champion in the following areas:

- Managing the enhanced care and supervision of a patient well, using interactive skills and activities
- Dementia Champion
- Falls link worker
- Safeguarding
- Contributing to the ongoing quality development of the enhanced care and supervision service

Clinical Duties

Undertake and record accurately patient observations, either manually or electronically (at a frequency determined by RN's or the Vitalpak system), reporting/escalating any abnormalities immediately to a RN. This may include recording:

- Temperature, pulse, blood pressure and respiratory rate, blood glucose
- Expiratory Peak flow recordings
- Oxygen saturation levels
- Consciousness levels (Glasgow Coma Score), AVPU
- Hourly urine output
- Monitor bowel habits according to Bristol stool chart
- Patient at Risk/Early warning scores
- Weight/height
- Undertake ECGs recordings as directed
- Removal of certain invasive items related to patient care following the instruction of a RN (urethral catheters, IV cannulae and nasogastric tubes)

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 (as defined by RN and treatment plan)
- Assist with nursing, clinical and therapeutic procedures as appropriate
- Handle specimens safely
- All escorting of patients undertaken following direct instruction of RN's
- Undertake ANTT
- Removal and Insertion of indwelling urethral catheters once competence is demonstrated
- Undertake phlebotomy services

Assist in the delivery of pressure area care while always respecting and maintaining patient privacy and dignity, and with trained moving and handling techniques. 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
- Wound Care and simple dressings

Participate in the maintenance of an effective and safe environment in clinical areas/ward. 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

Patient Personal Care and Support

Provide personal and individualised support to patients to maintain their hygiene needs, enabling them to maintain their maximum level of independence, choice and control. Listen and encourage patients to express their needs and preferences, whilst always respecting and maintaining their privacy and dignity. Support patient independence and decision making.

This may include actions such as:

- Bathing/washing
- Care of mouth, hair, nails and eyes
- Provide enhanced level of care and support throughout
- Documenting factually all care that has been delivered

Provide support to patients to maintain their elimination needs while respecting and maintaining their privacy and dignity at all times. This may include actions such as:

- Encouraging patient continence
- Emptying urinary catheter bags and catheter management
- Monitor bowel habits according to Bristol stool chart
- Stoma care
- Mobilisation to toilet or use of commode or bedpan
- Maintaining hygiene needs after episodes of incontinence
- Assist people to maintain confidence and a positive self-esteem

Assist in the maintenance of patients nutritional and hydration needs enabling people to maintain their maximum level of independence, choice and control having an awareness of how religious beliefs and practices may influence patient preference. This may include actions such as:

- Assist patients in the selection of appropriate food and drink
- Serve meals and drinks
- Report any observed swallowing difficulties to the RN's
- Feed patients with identified swallowing difficulties and differing feeding regimes
- Measure and record intake and output accurately

Documentation

Familiarise yourself with documentation relevant to the patient in your care. Read nursing notes, Dementia/carer passport, "all about me" and risk assessments to inform individualised patient care and activity planning.

To document all aspects of care given, and behavioural charts and to ensure early escalation to the RN if changing patient behaviours are concerning.

Complete the enhanced care and supervision patient record to document information to support patient care and activities

Liaise with RN to complete daily risk assessments for patient care and supervision

To provide clinical administrative support to RN's where duty regime permits. This may include actions such as:

- Assemble nursing documentation
- Record biographical details of patients in manual/computerised records
- Collate patient documentation on discharge or transfer
- Answer the telephone courteously, relay messages accurately and promptly and answer general enquiries by visitors
- To ensure that patients valuables and possessions are cared for as per available policy
- Complete relevant patient documentation on SEMA, Vitalpac or other IT interfaces

Management

To effectively manage own workload and activity planning when caring for patients, ensuring that you treat each person as an individual by offering a person-centered service, reporting to a RN if expected roles cannot be fulfilled.

- Demonstrate and support new team members with essential aspects of care pertinent to patient need.
- Ensure you support people so that they feel able to raise concerns without fear of retribution. Any observed incident, complaint or other undue occurrence should be reported to the RN and Clinical Lead for Enhanced Care.
- Liaise with Patient Family/Carers to assist with holistic patient-centred care planning and positive patient experience.



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"> • Good standard of reading, writing and spoken English • Evidence of relevant study days/courses undertaken (Including online) • Demonstrates a commitment to further learning and personal development. 	<ul style="list-style-type: none"> • Further recent study/courses • Level 2 in Maths & English • Level 2 healthcare relevant qualification

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of working in a care/support role • Demonstrates and understanding of the role and responsibilities of a Care Support Worker. • Demonstrates ability to pass on knowledge to others. • Computer literate • Demonstrates professionalism and a passion for individualised care and support 	<ul style="list-style-type: none"> • Previous Health Care Assistant/clinical aide role • Experience of working within a hospital setting • IT Skills use of Microsoft office and TEAMS

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Communicates clearly and effectively• Ability to work as part of a team and act on own initiative and independently• Ability to give, receive and carry out instructions• Ability to assist in the learning and support of others• To undertake the clinical skills training necessary for the role and patient care• Recognise the need for continuous professional development to maintain a specified level of competence	<ul style="list-style-type: none">• Competent in the clinical skills appropriate for the role• Knowledge of supporting individuals with dementia, learning disabilities or cognitive challenges.• Ability to teach and support others• Confident to contribute ideas and feedback for quality service improvement and development• Knowledge and experience of de-escalation and conflict resolution

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.





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Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital