

ENHANCED CARE 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.

- The Enhanced Care Support Worker role focuses on giving kind, respectful and person-centred care to patients who need close support.
- You will help keep patients safe through one-to-one supervision, communication and meaningful activities.
- Full training and ongoing support will be provided so you can carry out your duties confidently.
- The role involves working flexibly across different wards, supporting both the team and patients' families to improve each person's experience of care.
- You will follow care plans, help with daily tasks, and report any concerns to registered nurses to make sure patients receive the right support.
- You will also help keep the ward safe, tidy and well-organised while working both independently and as part of a wider team.

Job Description

Job title:	Enhanced Care Support Worker
Grade:	2
Site:	Cross site working at The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford
Accountable to:	Clinical Lead for Enhanced Care
DBS required:	Enhanced

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

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:
 - a. Managing the enhanced care and supervision of a patient well, using interactive skills and activities
 - b. Dementia Champion
 - c. Falls link worker
 - d. Safeguarding
 - e. 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:
 - a. Temperature, pulse, blood pressure and respiratory rate, blood glucose
 - b. Expiratory Peak flow recordings
 - c. Oxygen saturation levels
 - d. Consciousness levels (Glasgow Coma Score), AVPU
 - e. Hourly urine output

- f. Monitor bowel habits according to Bristol stool chart
 - g. Patient at Risk/Early warning scores/escalation
 - h. Weight/height
 - i. Undertake ECGs recordings as directed
 - j. Removal of certain invasive items related to patient care following the instruction of a RN (IV cannula) when trained.
- Carry out other clinical duties as requested by RN's. This will include actions such as:
 - a. Maintain established oxygen therapy (to include oral care)
 - b. Perform Last Offices
 - c. Assist with nursing, clinical and therapeutic procedures as appropriate
 - d. Handle specimens safely
 - e. All escorting of patients undertaken following direct instruction of RN's
 - f. Undertake ANTT
 - g. Undertake phlebotomy services where trained.
- 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:
 - a. Re-positioning of patients as directed
 - b. Maintenance of good levels of skin hygiene
 - c. Reporting the observed condition of a patient's skin
 - d. 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:
 - a. Maintain general tidiness and cleanliness of the ward
 - b. Maintain, monitor, and control stock and equipment within the ward
 - c. Prepare specific equipment required within the ward
 - d. Assist in creating a restful and supportive environment
 - e. Make occupied and unoccupied beds
 - f. Prepare environment for clinical procedures

Patient Personal Care and Support

The example tasks highlighted below can only be completed following a relevant period of training and instruction by a RN:

- 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:

- a. Bathing/washing
 - b. Care of mouth, hair, nails and eyes
 - c. Provide enhanced level of care and support throughout
 - d. 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:
 - a. Encouraging patient continence
 - b. Emptying urinary catheter bags and catheter management
 - c. Monitor bowel habits according to Bristol stool chart
 - d. Stoma care
 - e. Mobilisation to toilet or use of commode or bedpan
 - f. Maintaining hygiene needs after episodes of incontinence
 - g. 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:
 - a. Assist patients in the selection of appropriate food and drink
 - b. Serve meals and drinks
 - c. Report any observed swallowing difficulties to the RN's
 - d. Feed patients with identified swallowing difficulties and differing feeding regimes
 - e. Measure and record intake and output accurately

Documentation

1. 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.
2. To document all aspects of care given, and behavioural charts and to ensure early escalation to the RN if changing patient behaviours are concerning.
3. Complete the enhanced care and supervision patient record to document information to support patient care and activities
4. Liaise with RN to complete daily risk assessments for patient care and supervision

5. To provide clinical administrative support to RN's where duty regime permits. This may include actions such as:
 - a. Assemble nursing documentation
 - b. Record biographical details of patients in manual/computerised records
 - c. Collate patient documentation on discharge or transfer
 - d. Answer the telephone courteously, relay messages accurately and promptly and answer general enquiries by visitors
 - e. To ensure that patients valuables and possessions are cared for as per available policy
 - f. 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.

1. Demonstrate and support new team members with essential aspects of care pertinent to patient need.
2. 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.
3. Liaise with Patient Family/Carers to assist with holistic patient-centred care planning and positive patient experience.

Education, Development and Supervision

1. Undertake a programme of training to develop the healthcare support, enhanced care needs and clinical skills required to undertake the role
2. Ensure personal knowledge of Trust policies, developments and guidelines are maintained by participation in meetings, emails, huddles, reading memo folders/noticeboards.
3. Complete Trust Mandatory Training
4. Contribute ideas and suggestions for service improvement and development of patient enhanced care and supervision
5. Discuss and plan personal training with the Clinical Lead for Enhanced Care through the appraisal process.

Human Resources

1. Be aware of and adhere to local and national HR policies, procedures and guidelines.
2. Maintain statutory training and mandatory training.

Person Specification

	Essential	Desirable
Qualifications	<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	<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

Knowledge and skills	<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
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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.

