

Job Description

Position:	Nursing Assistant
Responsible to:	Chief Nurse
Reports to:	Ward Manager/Senior Sister/Charge Nurse
Band:	2
Location:	East Surrey Hospital [expected to work at SASH and ICS locations]
Disclosure required:	Enhanced

Job purpose

- To assist the registered nurse in the delivery of high quality and person-centered care.
- To provide fundamental nursing care, e.g., assistance with personal hygiene, eating and drinking, mobility needs, washing under direct or indirect supervision.
- To maintain high clinical standards
- To help maintain a clean and safe ward environment.

Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

Dignity and Respect: we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	One Team: we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
Compassion: we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	Safety and Quality: we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

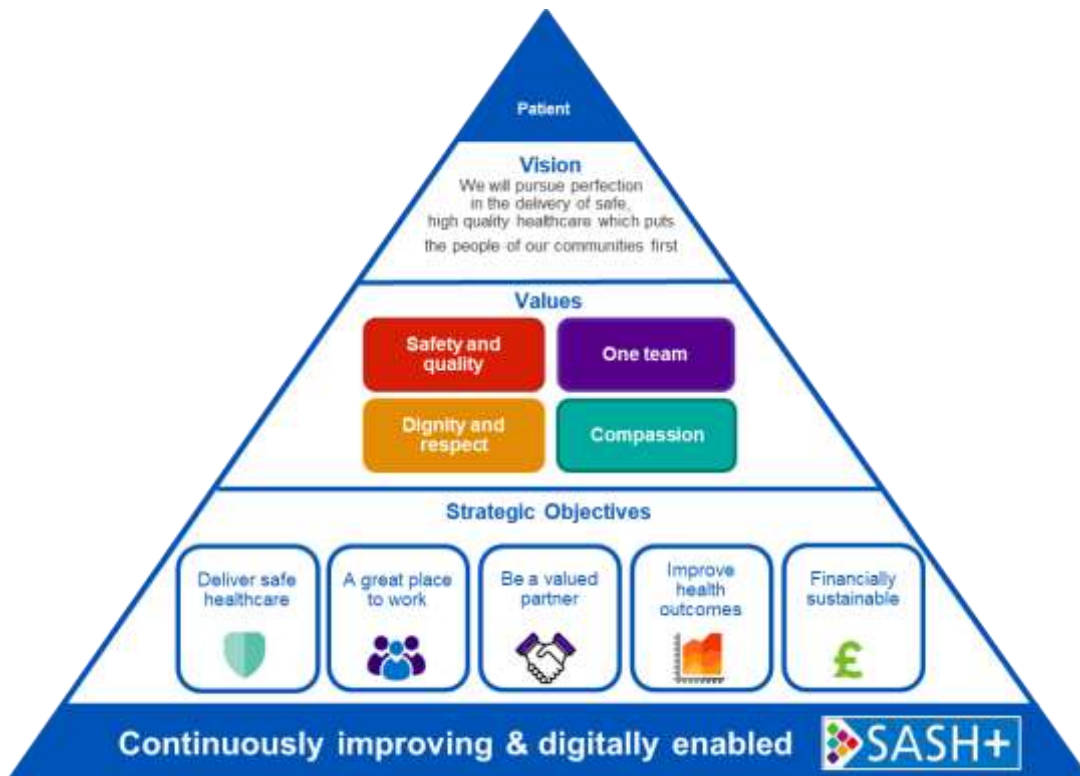
Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff,

families, carers and community services.

4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high-quality employer that focuses on staff health and wellbeing and delivers patient-centered, clinically-led, efficient services.

Strategic Objectives



Key working relationships

Ward Manager, Ward Sister, Senior Nurse (Matron), Ward Staff, multi-disciplinary Teams and Allied Healthcare Professionals, Patients and Carers

Main duties and key responsibilities

Communication and relationships

- a) Liaises with members of the team within the ward/department, to ensure care is delivered to the patient both effectively and efficiently.
- b) Updates registered staff in a timely manner of any deterioration of the patient's clinical condition.
- c) Maintains confidentiality throughout all communication.
- d) Maintains effective communications between patients, their relatives/carers and the team within the department under the direction of a registered nurse. Welcoming patients and their relatives to the ward/department.
- e) Supports registered nursing staff by carrying out accurate record keeping, always taking and relaying verbal and written messages promptly and respecting confidentiality.
- f) Liaises with all members of the multidisciplinary team to ensure effective communications are maintained within the department.
- g) Attends staff meetings, including team briefings and reads information as required.
- h) Reports complaints or concerns to the Nurse in charge/shift leader.
- i) Acts as an ambassador/role model for the organisation.

Knowledge, training and experience

- a) Is aware of local policies and initiatives which impact on patient and nursing care e.g., Falls prevention, pressure ulcer prevention, nutrition and manual handling.
- b) Knows how to access Trust policies and procedures.

Analysis, planning and organising

- a) Initiates emergency treatment where necessary and as directed.
- b) Assists in the delivery and evaluation of care of patients admitted to the ward in accordance with Trust and departmental protocols.
- c) With due regard to risk management policies and procedures, participates in maintaining a safe environment for patients, relatives, carers and staff reporting any issues in relation to this.

Responsibility

- a) Supports the Ward Manager and wider nursing team in ensuring and exceeding high standards of safe and effective nursing care. To include:
 - Toileting
 - Washing and dressing
 - Oral hygiene
 - Eating and drinking
 - Mobilisation (assisting with walking, transferring and repositioning of patients)
 - Vital signs monitoring (to include blood pressure, heart rate, respiration rate and oxygen saturations) reporting and any areas of concern immediately to registered

nurse.

- b) Assists in ensuring that all medical and emergency equipment is kept in a safe condition and is ready for use when required. Undertakes appropriate training on all equipment/instrumentation used in the department.
- c) Collects information as required and directed.
- d) Participates in Nursing and Clinical Audit on the ward as directed.
- e) Assists in orientation of new staff to the ward as appropriate.
- f) Is aware of legislation and responsibilities under the Health & Safety at Work Act. Is aware of and follows policies and procedures with regard to patients, themselves, other members of staff, equipment and the general public.
- g) Is Customer Aware and always deals appropriately i.e., politely with all 'customers' whether patients, their relatives, carers, other members of staff or the general public.
- h) Participates in the performance development review process.
- i) Maintaining our patient's dignity at the end of life and supporting with last offices as needed.
- j) Assist with the transfer of patients whose clinical condition has been deemed to be stable by a nurse or doctor to other departments such as outpatients, radiology etc..
- k) Undertakes the collection of routine sampling to include stool and urine.

Physical/mental/emotional effort

- a) Has a responsibility in ensuring the privacy, dignity and confidentiality of patients, relatives and colleagues is respected at all times.
- b) Is at times involved in the communication of sensitive/difficult information and subsequent support of patients, relatives and carers as appropriate.

Freedom to act

- a) Practices in line with Trust policies and procedures at all times.
- b) Through the appraisal system, ensures own training needs are identified and mandatory training is kept up to date in conjunction with the Ward Manager.
- c) Will act as an associate link nurse for a particular area of practice and feedback information/developments to colleagues.
- d) Takes part in education and training programmes appropriately.

Working conditions

- a) Ensures that the ward/department is clean by making regular checks as appropriate to maintain a high standard and reports findings to senior staff.

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

General

Information about the Trust

Surrey and Sussex Healthcare NHS Trust provides emergency and non-emergency services to the residents of east Surrey, north-east West Sussex, and South Croydon, including the major towns of Crawley, Horsham, Reigate and Redhill. At East Surrey Hospital, Redhill we provide acute and complex services, as well as a range of outpatient, diagnostic and less complex planned services at The Earlswood Centre Caterham Dene Hospital, in Surrey, and at Crawley and Horsham Hospitals in West Sussex.

We provide services across the Surrey and West Sussex County Council areas and work closely with the district, borough and town councils of Reigate and Banstead, Mole Valley, Tandridge, Crawley, Horsham and East Grinstead. We are a part of Surrey Heartlands and Sussex integrated care boards (ICBs); these are partnerships of health and care organisations working together with staff, patients, their carers, families and members of the public to transform local services and support people to live healthier lives.

Together, with the ICBs we are known as 'Integrated Care Systems' – partnerships where health organisations, the local authorities and others take a collective responsibility for improving the health of the local population, managing resources and making sure services are high quality.

The Trust employs over 5,000 staff across the Trust and is proud to have extensive and modern facilities, including MRI and CT scanners, intensive and coronary care units.

For more information please visit the SASH website: <https://www.surreyandsussex.nhs.uk>.

The Care Quality Commission (CQC) rated our services as 'Outstanding' following an inspection in 2018 and we are one of the best performing Trusts in England:

- Winners of Health Service Journal Acute Trust of the year award 2021.
- We are a National Patient Safety Awards winner and strive to be a beacon for safety in all that we do.
- Our staff also rank us the best in the country among comparable acute trusts when asked whether care of patients is the organisation's top priority.
- The Trust is sixth highest rated trust in the South East and in the top 25% nationally for recommended places to work.
- In 2019, we were crowned best dementia-friendly hospital in the country and shortlisted at the Health Service Journal Awards for organisation of the year.
- We have one of the lowest levels of nursing vacancies in the country.

Management Arrangements

Chairman
Chief Executive
Chief Medical officer
Chief Financial Officer/Director of Estates and facilities
Chief Nurse
Chief Operating Officer
Chief of People and Culture

Dr Richard Shaw
Angela Stevenson
Dr Ed Cetti
Paul Simpson
Tina Hetherington
Karen Breen
Elizabeth Nyawade

Chief of Corporate Affairs and Governance
Director of Kaizen
Director of Strategy
Director of Outcomes
Chief Clinical Information Officer
Chief Nursing Information Officer (CNIO)
Director of Information and Technology
Chief of Pathology
Chief of Education
Chief of Innovation

Colin Pink
Sue Jenkins
Anouska Adamson-Park
Dr Richard Brown
Dr Matthew Mackenzie
Lucy Weeks
Ben Emly
Dr Bruce Stewart
Dr Sarah Rafferty
Dr Des Holden

The Trust's management arrangements are based on a system of Clinical Divisions.
These are as follows:

Chief of Medicine
Chief of Surgery
Chief of Women and Child Health
Chief of Cancer Services

Dr Natalie Broomhead
Mr James Henderson
Miss Maha Gorti
Dr Tony Newman Sanders

Divisional Leadership

Divisional Director of Medicine
Divisional Director of Surgery
Divisional Director of Women & Children's Health
Divisional Director of Cancer & Diagnostics
Deputy chief operating officer

Vacant
Abigail Hull
Natasha Hare
Ellie Brewer
Vacant

Continuously Improving – SASH+

The Trust has seen major transformation in terms of quality, safety clinical outcomes and patient experience over the past eight years. This has been recognised by both our staff and patients and by external audiences at both a local and national level. In 2015 the Trust was successful in its application to be part of a five-year development programme in partnership with the Virginia Mason Institute. At the end of the formal programme we have continued our partnership with VMI. This programme takes the learning from Virginia Mason which has adapted the principles used to manufacture cars by Toyota.

This process:

- is based on the lean concepts
- has been pivotal in the transformation of a culture which is focussed on pursuing excellence for patients
- has improved safety and the quality of care provided to patients
- involves staff in developing and implementing their own solutions to issues on the basis of continuous incremental improvement (kaizen)
- uses evidence, observations and robust improvement tools and techniques
- has reduced costs by focussing on reducing waste and adding value to as many processes as possible
- has been explicit in developing standard work for processes to reduce variation and improve quality

SASH+ is the overarching name of the improvement journey that the Trust has embarked on. We are confident that the rigorous application of a tried and tested process, supported by a further culture shift which supports the pursuit of perfection for patients has helped the organisation move from being rated as good to outstanding.

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and

methodologies of SaSH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- Smoking on site policy
- Equal Opportunities in Employment, including the Equality Act
- The Caldicott Principles

Safeguarding children and adults at risk of abuse

All Trust employees have a responsibility to safeguard and promote the welfare of children and adults at risk of abuse. As such, you have a duty to familiarise yourself with the Safeguarding Adult and Safeguarding and promoting the welfare of Children policies available via SASHnet.

Research & Development

Our onsite SASH research and development team aims to promote a culture in which research and innovation are embedded in routine clinical practice and generate an environment in which research findings lead to improvements in the quality of patient care. It is our priority to support NIHR (National Institute for Health and Care Research) portfolio studies - these are high quality, peer reviewed studies which have been through a competitive bid process. The research outcomes will be of benefit to the NHS, patients, users and staff.

SASH is part of the NIHR Clinical Research Network Kent, Surrey and Sussex and as an employee of the Trust, you are invited to participate in our wide-ranging clinical research studies. As part of this you will be required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards.

No Smoking Policy

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both

in the Trust and whilst making home visits.

Intellectual Property

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Intellectual Property policy has been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

Clinical Governance

The Trust has a comprehensive clinical governance programme and all clinicians are expected to be engaged with this work. For example, participation in clinical audit, morbidity/mortality meetings, reporting incidents and near misses and responding to complaints. Specialist doctors/dentists are expected to play an active role in the continued development of the service in such a way as to take into account the views of patients and their carers.

East Surrey Area

East Surrey has an enviable reputation as one of the most sought-after Home Counties in the UK. Equal distance between the South Coast and London, the county is a leafy suburb with access to some of the most popular schools in the country. The county provides an ideal place to settle with children and is a great base to explore the delights of the Surrey Downs. The City of Brighton provides a mixture of vibrant nightlife and unique shopping experiences and is in easy reach by road and rail link.

Home to the famous Ascot Ladies Day and Epsom Derby Horse Race, the county also has several well-known National Trust places including Box Hill, an area of outstanding natural beauty.

With Gatwick Airport on the doorstep, the location provides excellent access to the UK's second largest airport and a gateway to Europe and further afield for those wanting to explore.

Sunshine Day Nursery (located at East Surrey Hospital)

Open between 07.00 and 18.00. Sunshine Day Nursery is open 52 weeks of the year except for bank holidays, Christmas and New Year's Eve.

We have a large outside play area for the children to enjoy and explore, with a castle, climbing frame/slide and soft play area with sensory garden. There is a canopy that runs along the 2/5's playrooms so the children can access the garden in all weather. All rooms have access to the garden via double patio doors.

Sunshine Day Nursery is committed to helping parents balance work/life responsibilities by providing high quality childcare and education. We offer a friendly, professional, safe and stimulating environment for your child. As a team we are caring, reliable, enthusiastic and passionate about what we do. We believe by providing an enabling environment and meeting children's individual needs, this creates a good start in your child's life. This is achieved by furthering their development, which promotes the foundations of their early education. We recognise that the child's expert and prime educators are their parents/carers and build excellent relationships with parents. This is shown through parents returning with siblings and recommending us to their friends and colleagues. We also pride ourselves on our low staff turnover.

Health & wellbeing

As part of our commitment to our employees, SASH have onsite occupational health & engagement/wellbeing

teams who provide a wealth of initiatives to support the health of our workforce.

Some of these include:

- Free on-site and online fitness and mindfulness sessions, including yoga, Pilates and circuit-style classes
- Promotion of a range of wellbeing apps such as Headspace, Unmind (currently free to NHS staff)
- Weekly colleague led walking and running club
- Quarterly staff surveys – including the annual national NHS staff survey

Person Specification

Essential	Desirable	Evidenced by
Qualifications		
No formal qualifications required, however basic understanding of patients need.	Level 2 maths and English Care certificate/NVQ in care	Application
Experience		
Experience of working with people, ideally in a front line customer service role.	Experience of providing person centred care.	Application, interview
Knowledge, Skills and Competencies		
<ul style="list-style-type: none"> An understanding of the importance of patient confidentiality and privacy. Demonstrates a caring, compassionate and empathetic approach to patient's and colleagues, whilst having a professional approach. Recognises how patients and colleagues need to be treated with dignity and respect and can demonstrate these behaviours in their daily work. Good verbal and written English communication skills. The ability to respond with kindness and humanity to patients. A flexible and adaptable approach with the aptitude to work in a busy hospital healthcare setting. Willingness to undertake the mentorship of new NAs after 12 months in post. Basic knowledge of health and safety with an awareness of the importance of following Trust policies and procedures. An appreciation of equality, diversity and inclusion and how this influences how care is provided to patients. A willingness to provide the highest standards of patient care including personal care. 	<ul style="list-style-type: none"> IT skills Knowledge of acute hospital care 	Application, interview, test

<ul style="list-style-type: none"> • Ability to work as part of a team • Good understanding of care needs relevant to patient's in a hospital setting to include: <ul style="list-style-type: none"> • Eating and drinking • Dignity and respect • Communication/conflict resolution • Handwashing and infection control • Hygiene needs • Safeguarding • Understands the limit and scope of their job role and the need to only do tasks they are trained to do. Knows when to escalate to a registered nurse when the situation is beyond their scope of practice. 		
Behaviours and Values		
<ul style="list-style-type: none"> • Flexibility in shift/working patterns to meet the needs of the service. • Works effectively as a team. • Is of good health and good character • Willing to accept additional responsibilities as delegated by senior staff. • Always acts with honesty and integrity. • Professional approach. • Displays SASH Values: <ul style="list-style-type: none"> • Dignity and Respect • One Team • Compassion • Safety and Quality 		