



Postoutline: Healthcare Support Worker District Nursing

Created On: 12/10/2005

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Originating Organisation: Hywel Dda NHS Trust

Post Outline is Approved

Purpose: : Responsible for the delivery of a high standard of cost effective nursing care, an integral part of the nursing team, in support of and under the supervision of a District Nurse, ensuring that patients/clients receive safe, individualised and effective standards of care following care plans and treatment interventions as directed.

Pay Band: Band 3

Reporting To: District Nursing Sister/Charge Nurse

KSF Dimensions, Levels And Indicators

Dimension Type	Dimension Number	Dimension Name	Second Gateway (Full Outline)		Foundation Gateway (Subset Outline)	
			Level	Indicator	Level	Indicator
Core	C1	COMMUNICATION	2	A,B,C,D,E	2	A,B,C,D,E
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	2	A,B,C,D,E,F	2	A,B,C,D
Core	C3	HEALTH, SAFETY AND SECURITY	2	A,B,C,D,E,F	2	A,B,C,D,E,F
Core	C4	SERVICE IMPROVEMENT	1	A,B,C,D,E	1	A,B,C,D,E
Core	C5	QUALITY	2	A,B,C,D,E,F	2	A,B,C,D,E,F
Core	C6	EQUALITY AND DIVERSITY	2	A,B,C,D	2	A,B,C,D
Specific	HWB2	ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELLBEING NEEDS	2	A,B,C,D,E,F	2	A,B,C,D
Specific	HWB5	PROVISION OF CARE TO MEET HEALTH AND WELLBEING NEEDS	2	A,B,C,D,E,F,G	2	A,C,D,F
Specific	IK1	INFORMATION PROCESSING	1	A,B,C,D,E	1	A,B,C,D,E

Second Gateway (Full Outline)

COMMUNICATION - Level: 2

Level Indicators:

- a) communicates with a range of people on a range of matters in a form that is appropriate to them and the situation
- b) improves the effectiveness of communication through the use of communication skills
- c) constructively manages barriers to effective communication
- d) keeps accurate and complete records consistent with legislation, policies and procedures
- e) communicates in a manner that is consistent with relevant legislation, policies and procedures

Examples Of Application: Carmarthenshire NHS Trust - Examples of Application

Range of matters might relate to:

- a) Establishing and maintaining excellent relationships with other members of the nursing team, patients and relatives
- b) Communicating both verbally and non verbally in an appropriate manner and at a pace which ensures compliance and complete understanding.
- b+c) Identifying barriers to communication and actively seek ways in which to break them down
e.g. signer, local interpreter and always presenting a positive image of the service
- d) All documentation should be accurate, legible and complete.
Communicating effectively to support and comfort patients, relatives and colleagues in difficult and distressing situations
- e) An awareness and adherence to legislation, Trust policies and procedures is required, relating to patient confidentiality and the data Protection Act. This confidentiality of information applies during working and non-working hours

Foundation Gateway (Subset Outline)

COMMUNICATION - Level: 2

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Examples of Application: Carmarthenshire NHS - Examples of Application
See Full Outline

Second Gateway (Full Outline)

PERSONAL AND PEOPLE DEVELOPMENT - Level: 2

Level Indicators:

- a) assesses and identifies:
 - feedback from others on own work
 - how s/he is applying knowledge and skills in relation to the KSF outline for the post
 - own development needs and interests in the current post
 - what has been helpful in his/her learning and development to date
- b) takes an active part in the development review of own work against the KSF outline for the post with their reviewer and suggests areas for learning and development in the coming year
- c) takes responsibility for own personal development and takes an active part in learning opportunities
- d) evaluates the effectiveness of learning opportunities and alerts others to benefits and problems
- e) keeps up-to-date records of own development review process
- f) offers information to others when it will help their development and/or help them meet work demands.

Examples Of Application: Carmarthenshire NHS trust - Examples of Application

- a) Undertake identified allocated tasks within the job role in a professional and accurate manner, in accordance with Trust policies and procedures
- b) Able to work autonomously, recognising the limits of competence
- a+b) Identify current and future personal development needs and interests as defined in the KSF, taking an active part in the Personal Development Review process
- c) Attend in-service/statutory training sessions appropriate to the role to ensure competency
- d) Evaluate the effectiveness of any learning and the effect on own's work, reflecting on and sharing learning outcomes with others
- e) Keep an up-to-date record of all training and personal development
- f) Provide knowledge and information to assist others during ongoing work and when changes are made to work practices

Foundation Gateway (Subset Outline)

PERSONAL AND PEOPLE DEVELOPMENT - Level: 2

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- d) evaluates the effectiveness of learning opportunities and alerts others to benefits and problems

Examples of Application:

Carmarthenshire NHS Trust - Examples of Application

See Full Outline - Indicators a, b,c and d

Second Gateway (Full Outline)

HEALTH, SAFETY AND SECURITY - Level: 2

Level Indicators:

- a) identifies and assesses the potential risks involved in work activities and processes for self and others
- b) identifies how best to manage the risks
- c) undertakes work activities consistent with:
 - legislation, policies and procedures
 - the assessment and management of risk
- d) takes the appropriate action to manage an emergency summoning assistance immediately when this is necessary
- e) reports actual or potential problems that may put health, safety and security at risk and suggests how they might be addressed
- f) supports others in maintaining health, safety and security.

Examples Of Application:

Carmarthenshire NHS Trust - Examples of Application

- a) Monitor, maintain and identify risks to self and others, making on the spot decisions where appropriate in order to manage risk stat.
Works as a lone worker having good knowledge of The Trust Lone Worker Policy
- b+e) Take a proactive approach towards the management of risk, taking appropriate action and reporting all incidents, near misses, hazards and complaints
- c) Awareness of child protection/vulnerable adult issues and refer on where appropriate
- c) Ensure that equipment used is in good working order and has been appropriately tested, alerting others when specific risks have been identified.
- c) Adhere to the Trust Manual Handling and Infection Control polices and attend all mandatory and statutory training. Can demonstrate principles of handwashing
- d) Take appropriate action in an emergency situation, working within the policies and procedures as laid down within the Trust, observing patient safety.
Can initiate basic life support
- f) Act as a role model and alert others to specific risks

Foundation Gateway (Subset Outline)

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Examples of Application: [Carmarthenshire NHS Trust - Examples of Application](#)
See Full Outline

Second Gateway (Full Outline)

SERVICE IMPROVEMENT - Level: 1

Level Indicators:

- a) discusses with line manager / work team the changes that need to be made in own practice and the reasons for them
- b) adapts own practice as agreed and to time seeking support if necessary
- c) effectively carries out tasks related to evaluating services when asked
- d) passes on to the appropriate person constructive views and ideas on improving services for users and the public
- e) alerts line manager / work team when direction, policies and strategies are adversely affecting users of services or the public

Examples Of Application:

Carmarthenshire NHS Trust - Examples of Application

- a) Discuss with colleagues any changes/developments that could improve the District Nursing service.
Contribute positively and constructively to improve the service e.g. good ideas
Take an active part in team discussions
Inform District Sister/Charge Nurse of any problems which would potentially have an adverse effect on any area of work
- b) Constructively reacts to any changes requested in own practice.
- c) Adapt own practice as discussed and agreed with District Nursing team
- d) Participates in initiatives to improve the clinical environment e.g. Fundamentals of Care, Handwashing campaign.
Supports clinical team in achievement of Trust objectives
- e) Complete service evaluation forms and questionnaires when required to do so

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Foundation Gateway (Subset Outline)

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Examples of Application: Carmarthenshire NHS Trust -
Examples of Application
See Full Outline

Second Gateway (Full Outline)

QUALITY - Level: 2

Level Indicators:

- a) acts consistently with legislation, policies, procedures and other quality approaches and encourages others to do so
- b) works within the limits of own competence and levels of responsibility and accountability in the work team and organisation
- c) works as an effective and responsible team member
- d) prioritises own workload and organises own work to meet these priorities and reduce risks to quality
- e) uses and maintains resources efficiently and effectively and encourages others to do so
- f) monitors the quality of work in own area and alerts others to quality issues.

Examples Of Application:

Carmarthenshire NHS Trust - Examples of Application

- a) Being aware of limitations within the role of a Healthcare Support Worker and know when to seek advice and guidance from senior staff within the District Nursing team
- b) Comply with all relevant Trust policies and procedures
- c) Able to work as part of a District Nursing team in support of and under the supervision of a District Sister/Charge Nurse, understanding own role within the team, developing the necessary knowledge and skills required for the role of Healthcare Support Worker
- d) Present a positive impression of the District Nursing team and service
- e) Able to organise and prioritise own work load
- f) Aware of the need to work effectively and efficiently with available resources Alerts others to quality issues e.g complaints, incidents, mistakes, workload
Works as part of the District nursing team to improve patient care using the principles of Fundamentals of Care.
Monitors quality of work within own area e.g. monitoring stock levels.

Foundation Gateway (Subset Outline)

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Examples of Application:

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- a) Being aware of limitations within the role of a Healthcare Support Worker and know when to seek advice and guidance from senior staff within the District Nursing team
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- c) Able to work as part of a District Nursing team in support of and under the supervision of a District Sister/Charge Nurse, understanding own role within the team, developing the necessary knowledge and skills required for the role of Healthcare Support Worker
Works as part of the District nursing team to improve patient care using the principles of Fundamentals of Care.
Monitors quality of work within own area e.g. monitoring stock levels. d) Present a positive impression of the District Nursing team and service
- e) Able to organise and prioritise own work load

Second Gateway (Full Outline)

EQUALITY AND DIVERSITY - Level: 2

Level Indicators:

- a) recognises the importance of people's rights and acts in accordance with legislation, policies and procedures
- b) acts in ways that:
 - acknowledge and recognise people's expressed beliefs, preferences and choices
 - respect diversity
 - value people as individuals
- c) takes account of own behaviour and its effect on others
- d) identifies and takes action when own or others' behaviour undermines equality and diversity.

Examples Of Application:

Carmarthenshire NHS Trust - Examples of Application

- a) Promote and support the rights, responsibilities and diversity of patients and their families/carers and to relate with kindness and empathy to all concerned
 - b) Recognise the importance of respecting people's rights, beliefs, choices and preferences and value them as individuals e.g. meal choices, how people like to be addressed and spoken to, when dealing with personal care, cultural and religious beliefs, privacy and dignity
 - c) Accountable for own behaviour and its effect on others
 - d) Able to recognise discrimination and act appropriately in accordance with legislation, policies and procedures
 - Have a detailed knowledge of : The Fundamentals of Care; Complaints, Harassment and Bullying Policies
 - Be aware of how to access multicultural leaders of faith and act as the patient's advocate.
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Foundation Gateway (Subset Outline)

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Examples of Application: Carmarthenshire NHS Trust - Examples of Application

- See Full Outline

Second Gateway (Full Outline)

ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELLBEING NEEDS - Level: 2

Level Indicators:

- a) explains the purpose of assessing health and wellbeing needs to the people concerned
- b) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- c) assists in the assessment of people's health and wellbeing and related needs and risks as agreed with the care team and consistent with legislation, policies and procedures
- d) records and reports back accurately and fully on the assessments undertaken and risks identified
- e) offers to the team his/her own insights into the health and well-being needs and wishes of the people concerned
- f) makes suggestions on the care, protection and support that will be needed and how this might relate to his/her own work.

Examples Of Application:

Carmarthenshire NHS Trust

- a) Assist patients/clients in achieving physical and emotional well being and comfort
- b) Respect every patient/client/colleague and involve them in decision making and obtains their consent
- c) Perform tasks within the framework of an agreed plan of care as set and identified by a registered nurse at regular intervals, assisting in the assessment e.g. patients vital signs, patient consent
- c) Aware of legal obligations and responsibilities, the rights of the different people involved and the diversity of the people they are working with
- d) Report and record any significant changes in the patient's/client's condition or circumstances appropriately without delay
- e) Participates in team meetings and discussions concerning the patient's best interests and well being.
- f) Works with the team to provide the care and support for individual patients, bearing in mind the impact it may have on self.

Foundation Gateway (Subset Outline)

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Examples of Application: Carmarthenshire NHS Trust -

Examples of Application

- **Indicators a,b,c and d only**

Second Gateway (Full Outline)

PROVISION OF CARE TO MEET HEALTH AND WELLBEING NEEDS - Level:

2

Level Indicators:

- a) discusses individuals' care plans and their health and wellbeing needs with the care team and understands his/her own role in delivering care to meet those needs
- b) offers information to the team on how to meet people's needs and effective ways of doing this based on observations and own experience
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent for the care to be undertaken
- d) prepares for, undertakes and records care activities as delegated and consistent with legislation, policies and procedures and the management of risk
- e) supports and monitors people throughout enabling them to address their own health and wellbeing as far as it is possible for them to do so
- f) promptly alerts the relevant person when there are unexpected changes in individuals' health and wellbeing or risks
- g) provides information to the team on how individuals' needs are changing and feedback on the appropriateness of the care plan for the people concerned.

Examples Of Application:

Carmarthenshire NHS Trust - Examples of Application

- a)b)g) Able to discuss the health and wellbeing needs of the patient/client with team members and fully understand own role in meeting these needs
- c) Show respect for patient dignity, wishes and beliefs and obtain their consent
- d) Prepare and undertake the agreed activities surrounding patient care
 - all personal care
 - vital signs
 - caring for dying and deceased patients
 - pressure area care
 - care of wounds
 - bowel and bladder care
- e) Support and monitor patients/clients to address own health and wellbeing needs
- f) Report and record any risks/changes without delay to the appropriate nurse in charge
- g) Undertake on the job competency training, when appropriate, for non transferable skills at the discretion of the District Nursing Sister.

Foundation Gateway (Subset Outline)

PROVISION OF CARE TO MEET HEALTH AND WELLBEING NEEDS - Level:

2

Level Indicators:

- a) discusses individuals' care plans and their health and wellbeing needs with the care team and understands his/her own role in delivering care to meet those needs
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent for the care to be undertaken
- d) prepares for, undertakes and records care activities as delegated and consistent with legislation, policies and procedures and the management of risk
- f) promptly alerts the relevant person when there are unexpected changes in individuals' health and wellbeing or risks

Examples of Application:

Carmarthenshire NHS Trust - Examples of Application

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 - pressure area care
 - care of wounds
 - bowel and bladder care
- f) Report and record any risks/changes without delay to the appropriate nurse in charge

Second Gateway (Full Outline)

INFORMATION PROCESSING - Level: 1

Level Indicators:

- a) inputs data and information accurately and completely:
 - using the correct formats
 - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

Examples Of Application:

Carmarthenshire NHS Trust - Examples of Application

- - a) Aware of legislation, policies and procedures e.g.data protection and confidentiality, freedom of information,records management
In possession of/working towards ECDL.
 - b-e)Locate, record, input and store patient information accurately and safely.
Able to use both paper based (e.g. patient records)and computer-based systems (e.g. word processing, patient information systems) for finding and requesting information/data
e.g.entering data on the computerised caseload.
 - d)Understand how and the reason why data collection is of importance to the Trust.
 - e) Able to use Citrix and computer system within own area/surgery

Foundation Gateway (Subset Outline)

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e.g.data protection and confidentiality, freedom of
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In possession of/working towards ECDL.**
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e.g.entering data on the computerised caseload.**
- d)Understand how and the reason why data collection
is of importance to the Trust.**
- e) Able to use Citrix and computer system within own
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