

Personal Nursing Assistant

Responsible to:	Cluster Assessor
Accountable to:	Regional/Service Manager



Main Purpose

To work within a team of Personal Nursing Assistants, Cluster Assessors and Registered Nurses to provide the Hilton Pathway and support continued innovation and development of the service.

Ensuring patients are receiving the correct care and support through guidance of the Cluster Assessor and Registered Nurse. To identify ways to improve each patient pathway, while providing high quality personal care. Working closely to report patients needs and activities, while escalating any areas of concerns.

Hilton Nursing Partners Values

The post holder is required to uphold and model Hilton's values in everything they do.

	Our support is based on empathy, respect and dignity
	We look beyond established ways and systems of supporting patients

	<p>We challenge ourselves and those we support in order to optimise patient outcomes</p>
	<p>We support patients in order to maximise their future life choices</p>
	<p>We work in partnership with patients, colleagues and other professionals based on open and honest communication.</p>
<p>Main Responsibilities</p>	

- Supporting patient's rehabilitation and recovery following health intervention or period of personal crisis providing proactive and responsive support to prevent patient's admission or re-admission into hospital.
- Direct patient contact to enhance the patients experience through positive interaction. Supporting to achieve personal outcomes.
- Address and escalate any social isolation situations
- Where appropriate support patients in viewing and visiting care homes, enabling them to have a choice for their own longer-term care
- Work closely with the Office and Co-ordination team, in ways such as identifying a need to Occupational Therapy, GP and external input.
- Signposting patients to local sectors that will support a holistic recovery
- To encourage and promote patient participation in the planning and delivery of their care, supporting a degree of independence and activity appropriate to their abilities.
- Adhere to, review and report the effectiveness of the patient's care plan.
- Under direction complete "Meet and Greet Assessments" for new patients, where delegated
- Assisting patients with personal care duties promoting dignity and privacy.
- To support patients with food preparation and the monitoring of food and fluid intake.
- Assistance with medication management including MAR (Medication Administration Records) charts as per policy.
- Supporting higher dependency patients with complex needs e.g. patients with greatly reduced mobility.
- Undertaking patient care as required; catheter care, stoma care, monitoring of vital signs (once trained and assessed as competent).
- Comply with Manual Handling legislation when moving patients.
- To go above and beyond to provide "the Hilton Extra" in that no task is too small to support any patient.

- Report immediately and appropriately any significant changes in health or social circumstances of the patients, as part of the monitoring process.
- In emergency and crisis situations being able to make sound decisions and act responsibly, in the patient's best interest.
- Planning the day; ensuring patient needs are prioritised according to their need, including use of resources
- Being adaptable to the needs of the patients, working independently and as part of a team.
- Completing electronic documentation accurately and clearly with attention to detail adhering to data protection requirements.
- Under direction, sign patients off from the Hilton Pathway
- Maintain regular communication with Cluster Assessor and Registered Nurse
- Communicate effectively and share information appropriately with internal and external partners.
- To follow Hilton Nursing Partners business and system processes, reporting accurately and in a timely manner e.g. incidences, raising concerns and safeguarding
- Using selected system to "tag in and out" of each patient's home.
- Attend and engage in regular team meetings, supervisions and appraisals.
- Participate in reflective evaluations of care on an individual basis and as part of a team and actively support the development of services.
- Maintain mandatory training requirements within specified timescales.
- Undertake additional appropriate learning and development activities as required for the job role.
- Supporting the organisation as a whole; providing flexible cover for colleagues in the event of annual leave or sickness.
- Comply with all Hilton Nursing Partners guidelines, policies and procedures and adhere to and actively promote HNP's Equality and Diversity policy.
- Any other duty that is required under the job role.

Communication and Partnership Working

	Stakeholders
Internal	Cluster Assessors Team Leaders Regional Manager Service Manager Discharge Co-ordinators Senior Management Board Members Occupational Therapist Registered Nurses Training and Development Members IT
External	NHS Third Party Caring organisations GP's Family Members District Nurses Community Occupational Therapists Pharmacists

	Mental Health Practitioners Social Services Hospice Hot Meal Services
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Personal Specification

	Essential	Desirable
Experience	Experience of working with people	Previous recent caring experience Experience of working within Adult Social or Health Care setting

Knowledge	Good IT and Technical knowledge	Knowledge of local Health and Social Care services and agencies Understanding of the MCA 2005 and Safeguarding Adults
Skills	<p>Able to understand role expectations to support organisational goals</p> <p>Flexibility and adaptability with an ability to work under pressure</p> <p>Able to take responsibility for own actions; using knowledge, experience and support of others to inform decision making.</p> <p>To have resilience in daily working life and able to support others</p> <p>Demonstrates compassion in interactions with others</p> <p>Excellent communication and interpersonal skills with the ability to adapt style depending on the situation</p> <p>Uses initiative and works in a proactive way</p> <p>Good IT skills with willingness to develop these further</p>	
Qualifications	<p>GCSE in English (or equivalent)</p> <p>Maintains own professional development (with evidence) and seeks new learning opportunities</p>	<p>GCSE in Maths (or equivalent)</p> <p>Health and Social Care qualification</p> <p>Certified Care Certificate</p>
Hilton Values & Other	<p>Being able to demonstrate Hilton's Values</p> <p>Own transport</p>	