

**Pendleside
Hospice**

Care, compassion and support



J O B V A C A N C Y

Healthcare Assistant (Hospice at Home)

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★



22.5 hours / 3 days (7.5 hour shifts)
£12.8887 per hour with NVQ level 3
£12.3894 per hour without NVQ level 3

Previous applicants need not apply.

Thank you for your interest in the post of Health Care Assistant at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £6 million to run Pendleside Hospice of which over £5 million needs to be raised through voluntary donations.

We have an opportunity for a Health Care Assistant to join our Hospice at Home day team. You will be able to demonstrate clinical excellence and maintain consistently high standards of individualised care, compassion and bereavement support. Our aim is to make living with dying better for patients and their families and as a Health Care Assistant you will be there for people in their time of need.

If you are enthusiastic and have a passion for palliative care you may be the person we are looking for. The role available is for 22.5 hours worked over 3 days Monday to Sunday. Flexibility will be essential to apply your skills, along with positivity and enthusiasm, you will have the communication and interpersonal skills that enable you to thrive in a friendly working environment. Level 3 in Health and Social Care is not essential but a willingness to work towards it would be required.

You must be a car driver, with access to your own car and business insurance. At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose a long-term career with us.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you. So if you wish to know more, we warmly welcome you to arrange an informal visit to the Hospice. You can do that by emailing alison.sutcliffe@pendleside.org.uk or phoning 01282 440107.

Thank you,

Alison Sutcliffe
Inpatient unit and Hospice at Home manager

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

Our Values

Our values underpin everything that we do:

Care

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

Compassion

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

Support

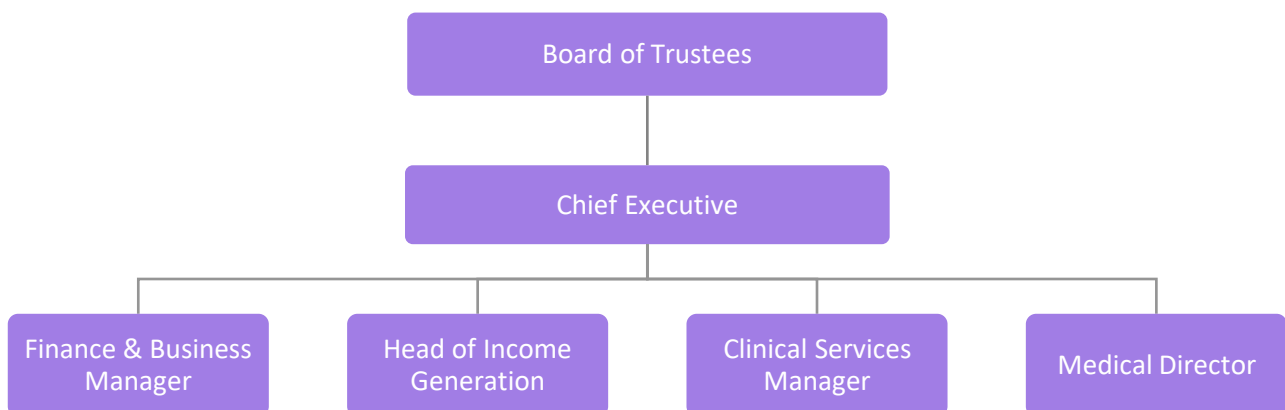
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

Our People

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.
- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.

- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Healthcare Assistant

Reports To: Hospice at Home Team Sister

Main Responsibilities:

- To work as part of a team assisting to provide high quality care to people with palliative care needs, their families and carers in their own home.
- To support and contribute to an environment of continuous quality improvement and learning

Clinical:

- Ensure that hospice policies, procedures and standards are adhered to at all times particularly those concerning confidentiality, information governance, health and safety and infection control
- Work independently and with nursing colleagues to deliver individualised, quality and skilled care to patients and their carers, reporting and documenting changes in condition to an appropriate health care colleague, to enable re assessment and adaptation of care according to changes identified.
- Effectively prioritise and plan workload according to individual need and in partnership with others in the team and multi-disciplinary teams.
- Work autonomously with a defined work load with indirect supervision from the hospice at home shift coordinator or registered nurse.
- To implement and review patient care plans according to Hospice policies and procedures.
- To provide family and bereavement support to relatives and carers demonstrating a realistic attitude towards people facing a life limiting diagnosis.
- To communicate effectively and work collaboratively with members of the multi-disciplinary team (MDT) ensuring the delivery of coordinated service and the maintenance of positive inter-personal working relationships with all members of the MDT.
- Deal with questions, concerns and complaints, from patients, their families and carers as appropriate according to Hospice policies and procedures.
- To maintain up to date accurate patient records in accordance with Hospice policies, procedures and guidelines.
- Maintain the effective health and safety procedures that have been implemented, and that any risks to patients/staff safety are highlighted for action.
- Maintain infection control measures that are implemented ensuring that any risk associated with the prevention and control of infections are reported immediately to a senior colleague.
- Record and report all accidents, complaints and untoward incidents according to Hospice policies and procedures.

- Ensure that standards relating to patient assessment, admission and discharge are applied consistently
- To ensure that patient documentation is completed accurately and fully in line with the Hospice record keeping policy
- Monitor the patients clinical condition, identify any significant changes and adapt according to service user need; incorporating high standards of individualised care
- Report any significant changes to the relevant health care professionals e.g. Hospice Physician, patient's GP. Utilise IT skills, including the use of Microsoft office, email, internet and the hospice patient record (EMIS)

Communication Skills

- To communicate effectively and work collaboratively with members of the multi-disciplinary team (MDT) ensuring the delivery of a coordinated service and the maintenance of good working relationships with all members of the MDT
- Foster good working relationships with all Hospice departments and members of the multidisciplinary team
- Communicate effectively with patients and families ensuring they contribute and consent to treatment and care plans
- Give clear, concise reports on patients progress and concerns to the multi-disciplinary team and facilitate others to do so.
- Ensure accurate, contemporaneous documentation of patient care, both personally and by others using electronic systems.
- Communicate information to distressed and/or bereaved people in a sensitive manner
- Manage situations where people are distressed or angry in an effective, safe manner
- Be able to communicate effectively with people exhibiting challenging behaviours, ensuring they are respected but expectations are made as clear as possible
- Have excellent telephone communication skills, taking calls from patients, carers and professionals managing their concerns effectively and sensitively
- Manage complaints in a sensitive manner ensuring that the Hospice policy and procedure is adhered to.
- Identify problems in communication with both the hospice and in dealings with external agencies, reporting these to the appropriate healthcare professional promptly.
- Advocate for service users ensuring their views are known to the team including supporting advance care planning discussions and documentation
- Work in accordance with the Hospice policies to ensure that confidentiality is maintained at all times.

Personal and People Development:

- Develop and maintain relevant knowledge and skills and be responsible for own continuing professional development

- Attend and complete mandatory training and any other essential training relevant to the job role
- Provide mentor support to new staff, apprentices, students and volunteers
- To identify and participate in the development of teaching and educational programmes (appropriate to your role)
- To participate in one to one supervision with own line manager

Quality and Service Improvement

- Be aware of organisational strategic direction and future issues pertaining to the provision of specialist palliative and supportive care, and contribute to and participate in organisational service development
- Contribute to the identification of practices that could improve service delivery outcomes and participate in the development of appropriate action plans through:
 - audit
 - research
 - evaluation
 - education/training
 - user involvement
- Participate in the implementation and review of subsequent action plans
- Take an active role in unit meetings, highlighting areas requiring quality improvement
- Use and maintain resources efficiently and effectively and encourage others to do so

Health, Safety and Security

- Identify risks as they arise and carry out risk assessments, taking immediate remedial action as required and updating risk assessments regularly
- Adhere to the adverse event and serious incident reporting policy and take appropriate action
- Be familiar with and support implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty Safeguards
- Promote an environment that supports infection prevention and control policies and procedures, ensuring staff practice accordingly
- Use equipment safely and in accordance with instructions and departmental procedures, reporting faults as necessary

Governance

- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning complementary therapy, confidentiality, information governance, health and safety, prevention and control infection and medicines management
- Ensure the effective utilisation of the Hospice's computer based patient record system, promoting the use of information technology for recording patient information, communication and information sharing; implementing procedural change as necessary

- Ensure that the department is compliant with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and contribute to the Care Quality Commission inspection process
- Contribute to effective outcome monitoring of service delivery in line with the above regulation

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

Job Specification

Attributes	Essential	Desirable	How assessed
Experience	- Experience of working with adults - Experience of working with adults with end of life and/or palliative care needs - Ability to relate experience to a hospice and community setting - Understanding of the role of Health Care Assistant	- Experience of working within a health care setting - Experience of working in a palliative care setting	- Application form - Interview
Education, Qualifications & Training	- Evidence of recent appropriate study/development and application in the work environment. - Commitment to on going training and personal development.	- Level 3 in health and social care - Palliative and/or end of life care training	- Application form - Certificates - portfolio
Practical & intellectual skills (including any specialist knowledge)	- Understanding and sensitivity to the needs of palliative care patients - Liaison with other agencies and professionals - Good communication skills - Ability to record clearly and effectively - Ability to undertake a range of patient observations and procedures - Full UK driving licence and the use of own vehicle IT/computer literacy	Communication skills training	- Application form - Interview
Disposition / attitude / adjustment	- Evidence of an ability to work independently and as part of a team - Demonstrate an understanding of confidentiality - Commitment to the development of the role of Health Care Assistant		- Application form - Interview
Health & Physical	- Good health and attendance record - Ability to move and handle people and equipment		- Interview - References
Circumstances	- Work shifts over 7 days including evenings and weekends and bank holidays - Work in patients own homes in the Burnley and Pendle area Car driver, with access to own car and business insurance		Interview
Equal Opportunities	To have an understanding of, and an ability to promote and implement equal opportunities		Interview

Main Benefits and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to an enhanced disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 1 month

Parking: all employees and volunteers can park free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

How to Apply

If you are interested in this position, please complete and submit the on line application form on the Pendleside Hospice website www.pendleside.org.uk/jobs or via NHS jobs referring to the job description and person specification.

For further information please contact Alison Sutcliffe, Hospice at Home and IPU Manager
E: alison.sutcliffe@pendleside.org.uk **T:** 01282 440 100.