



# Treetops Hospice

## JOB DESCRIPTION

### Health Care Assistant: Treetops Hospice at Home Service & Roaming Service

**Area of work: Hospice at Home & Roaming Service**  
**Responsible to: Hospice at Home Manager/Co-ordinators**

## VISION, MISSION AND VALUES

### Vision

That everyone living within the communities we serve has access to end-of-life care of the highest quality.

### Mission

To make every day count through giving the highest quality support for patients and carers living with life limiting illness or affected by death and dying by:

Ensuring we have the skills and experience to deliver and promote excellence in end-of-life care provision.

Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved.

Developing services to reflect the changing needs of the diverse community we serve.

### Values

#### **Respecting the unique worth of every person**

We believe that every person is different but equal and that everyone's unique needs and contribution should be recognised and supported.

#### **Exercising responsible stewardship**

The commitment of our staff and volunteers to making the best use of all our resources enables us deliver high quality care today and in the future.

#### **Working with hope**

Our hope is to enable patients and families supported by the hospice to live well and die well.

## **Sustaining a culture of trust, warmth and safety**

Everyone who comes into contact with Treetops Hospice is treated with care and respect.

### **Department objectives**

To provide a nursing service, which is available 7 nights a week, for people with a limited life expectancy, to enable them to remain at home if that is their wish. It is intended to be complementary to existing community services.

To work in co-operation with the Primary Health Care Team and other care agencies to provide support and skilled nursing care to those in the terminal phase of their illness, or with chronic incurable conditions.

### **Key role within the department**

To provide individualised palliative care to patients as part of the Hospice at Home night service, either through the provision of one-to-one night support in a patient's home or as part of a roaming team of two covering the Southern Derbyshire geographical area.

To provide respite, help and support to the families and carers of individual patients.

To attend team meetings on a regular basis, undertaking clinical supervision, mandatory and on-going training and education sessions as required.

To participate in team peer review and support through reflective practice.

### **Key tasks and responsibilities**

1. To work with, and support, the patient, relatives, and carers; being sensitive to their changing physical, psychosocial and spiritual needs.
2. To provide skilled nursing care within the care plan of the District Nurse, and in accordance with the medical care prescribed by the GP.
3. To help/prompt the patient to self-medicate if it is part of their nursing care plan or to assist patient with medication administration once Level 1 Support for the Patient with Prescribed Medication course is completed.
4. Demonstrate simple nursing procedures, where appropriate, to carers or colleagues to assist in promoting and maintaining patient comfort.
5. To communicate as required with the Roaming Service, out of hours services, on-call nurse and/or Hospice at Home coordination team.
6. Advise the Hospice at Home Coordination team of equipment and aids required for the provision of efficient nursing care to meet the needs of the patient.
7. To be familiar with the procedure in the event of an emergency or death of the patient.
8. To maintain professional confidentiality in all matters relating to patient care.
9. To follow the instructions given for the safer patient handling, and the use of handling equipment.

10. To keep up to date with developments in nursing care and treatments.
11. To report any complaints immediately as per policy
12. To be accountable to Treetops Hospice in line with the Code of Behaviour as documented in the Hospice at Home staff handbook.

### **Other tasks and responsibilities**

1. To be conversant with and adhere to the policies and procedures of the Hospice.
2. To identify yourself as a Treetops Hospice at Home Health Care Assistant and to act as an ambassador for Treetops Hospice in the community.
3. You will be able to self-roster to ensure both night services are operational and adequate care provision is maintained each night thus allowing a good life work balance.
4. Sickness/inability to work needs to be reported personally by telephoning the coordination team as soon as possible.
5. To submit patient reports and care delivered on SystemOne (training will be given).
6. To be aware of the Disciplinary and Grievance Procedures
7. To be aware of Health and Safety at Work act, particularly in relation to nursing in the community.
8. To immediately report accidents and incidents according to procedure.
9. To have a flexible working approach to promote a client-centred service.
10. Participate in clinical mandatory training, specialised palliative care update sessions and complete blue-stream e-Learning modules as required.

### **Key competencies and skills requirements**

**Qualifications:** NVQ Level 2 or above in Health and Social Care.

#### **Competencies:**

Experience of delivering palliative care (See personal specification for full list)

Car owner/driver essential.

#### **Skills/training required.**

- All post holders will be required to complete some induction training through either e/learning, zoom meetings or face to face induction sessions prior to commencing work in patients' homes as a lone worker.
- All post holders must attend safer patient handling training as soon as possible after appointment and then on an annual basis.
- All post holders must attend mandatory training as required.
- All post holders must attend additional palliative training sessions/ clinical supervision group meetings.

## **Other**

This post will be subject to DBS as required by the Health Care Commission.