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Author: Claire Ackerman	Date: August 2018



Job Description

Job Group (Delete as applicable):	Estates and Ancillary
Job Title:	Patient Services Assistant
Existing Grade:	Band 2
Care Group:	Corporate Services
Service Line:	Site Services Summary
Department:	Facilities
Location:	Site Services
Appraiser:	Hotel Services Manager
Accountable to:	Hotel Services Manager
Position Number:	
Date:	April 2019

Job Purpose:

The post holder will work as an integral part of the ward team ensuring a high quality service to patients.

The main elements of the role are ensuring the delivery of general environmental cleaning on the wards and Departments including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms, showers and sluice rooms. Daily and weekly cleaning of patient equipment. The provision and service of food and beverages to patients throughout the day.

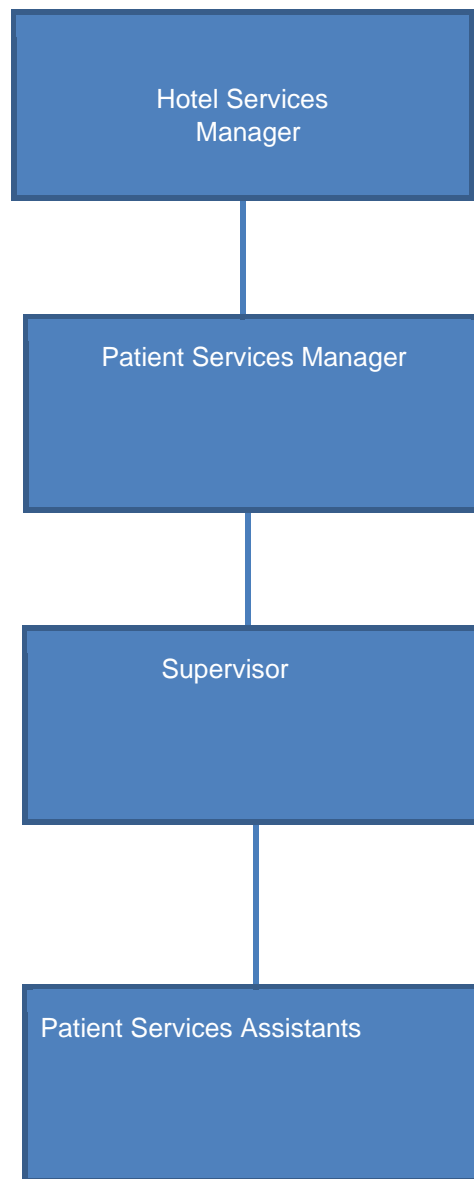
The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection and comply with food safety and hygiene training.

Key Dimensions/Working Relationships:

- Ward Manager
- Matron
- Hotel Services Manager/ Patient Services managers/Supervisors/Quality Assurance team
- Fellow Patient Services Assistants
- Catering Manager
- The Central Production Unit Team
- Ward Sister/Charge Nurse
- Multi-disciplinary ward team
- Patients
- Facilities Management

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Organisational Chart



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PRIMARY DUTIES & AREAS OF RESPONSIBILITY

Work with the Ward Team, in partnership with the Hotel Services Supervisor, and Departmental supervision and management to contribute to the maintenance of a hygienic and clean environment for patients, staff and visitors to ensure the highest standards are met at all times. To ensure, in conjunction with the Hotel Services Supervisor or Ward Manager, that patients are provided with appropriate food and beverages at the agreed regular intervals throughout the day.

Communication and Relationship Skills

- To attend and participate in meetings.
- To maintain effective working relationships.

Analytical and Judgemental Skills

- To report faults on machinery to the Hotel Services Supervisor and management and damage, faults etc to the fabric of the building to Hotel Services Supervisor or Ward Manager.
- To provide the food and beverage service as required whilst observing best practice guidelines and operating procedures relating to specific dietary requirements due to allergens, intolerances or cultural and religious beliefs.

Planning and Organisational Skills

- The daily cleaning of bays and side rooms, nurses' station and other areas on a designated ward area as specified on the allocated daily work schedule.
- The daily cleaning of departments and public areas as specified on the allocated daily work schedule.
- To ensure cleaning is carried out in accordance with National Specification for Cleanliness in The NHS (2007), PAS 5748 Cleanliness in Healthcare Facilities or any other such guidance, the Trust Decontamination Guidelines and Procedures, and the agreed cleaning schedule.
- To carry out enhanced cleaning of bed spaces & side rooms as required.
- To change ward bay and window curtains as required and to liaise with the Domestic Supervisor to ensure that there is an adequate supply of spare curtains available.
- To ensure that all alcohol gel dispensers (and if necessary aprons, gloves, paper towels and soap for hand hygiene) are replenished, thus contributing to the prevention of cross-infection from one patient to another.
- To replenish hand towels, toilet paper and hand soap supplies as required in order to maintain high standards of infection control.
- To ensure catering is carried out in accordance with the Food safety Act (1990), the guidance issued by the Food Standards Agency and the Trust's Food Safety Policy.

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- Distribution of breakfast from bulk trolley including preparation of toast, cereal and beverages as required.
- The issue of patient menus such that patients can make an informed meal choice.
- To prepare hot and cold beverages for the breakfast service including the use of appropriate trolley/equipment and ensuring that all beverages are served at the correct temperature according to food hygiene regulations as required.
- The taking of patient orders on an electronic tablet, ensuring all patients orders have been taken that meet the dietary needs of the patient. Downloading of the patient orders to the CPU by a specific time, twice a day.
- Setting up and preparation of all meal services, which will include the collection of food items from the CPU and the regeneration of delivered food items.
- To ensure in conjunction with the ward nursing staff that meal requirements for discharged patients are cancelled and newly admitted patients' meal requirements are actioned promptly.
- To co-ordinate extra meal requirements that may arise in conjunction with the Hotel Services Supervisor or Ward Manager/Nurse in Charge.
- To collect in patient menus at the end of the day, and ensure they are cleaned and prepared for the next day.

Physical Skills

- Operate cleaning equipment and carry out daily cleaning.
- Emptying, cleaning and relining waste bins with appropriate coloured liner. Securing and placing them for disposal to ensure regulations for clinical and non-clinical waste (including compacting) are adhered to.
- Cleaning of internal glass and mirrors as detailed on the daily work schedule.
- To vacuum clean all carpeted floor surfaces and to static and damp mop all hard floor surfaces to ensure all areas are free from dust, dirt and grit.
- To clean sanitary areas including WC's, wash hand basins, baths, showers, sinks and sluices.
- Move beverage and food trolleys around the ward, which can be in a confined space.
- Monitor and record hot and cold food temperatures before service to patients.
- Ensure that, at the end of every meal and beverage service, that all cutlery, crockery and condiments are removed from the patient area and correctly stored, disposed of or stacked ready for washing.

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- Operate the dish washing machine to wash equipment/utensils used in the preparation, regeneration, and serving of food and beverages

Patient/Client Care

- To respect the privacy and dignity of patients whilst carrying out duties and to engage with them, their family and visitors in a friendly and professional manner.
- To show understanding and compassion for patients and their visitors on a daily basis.
- To maintain complete confidentiality with regard to patient issues.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Hotel Services Supervisor, Nurse in Charge or Ward Manager in order to assist the ward team in ensuring that patients' needs are met.
- To refer complaints to the Hotel Services Supervisor or Ward Manager.

Policy/Service Development

- To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.
- To wear appropriate uniform & shoes to ensure adherence to Health & Safety requirements and to follow the requirements of the uniform policy. This includes the correct personal protective equipment when undertaking meal service and cleaning duties.
- When carrying out food regeneration at ward level, ensure that the regeneration procedure is followed to ensure food is held at the correct temperature both prior to and during service.
- To maintain the ward kitchen hygiene standards, ensuring it is clean and tidy at all times.
- To ensure good practice in relation to the stock rotation and the recording / discarding of out of date food.
- To monitor and record fridge temperatures daily in accordance with food safety regulations and report problems as appropriate.
- To ensure refrigerated food is labelled and stored correctly.

Financial and Physical Resources

To assist the Hotel Services Manager with the control of consumable stock levels and to report any excessive stock levels that is held on the Ward or any other stock locations.

- Post holder is responsible for correct use of stock within own area including correct chemical dosing to ensure optimum cleanliness is achieved.
- To receive goods and supplies and place correctly in appropriate storerooms.

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- To re-stack shelf supplies as required ensuring stock rotation principles are followed.

Human Resources

- The post-holder will provide guidance to new starters as and when requested to do so.
- To participate in performance review (via the Hotel Services Supervisor). To undertake any mandatory training or other training required to maintain competency in the role.
- To foster people's equality, diversity and rights

Information Resources

- To comply with departmental clocking in and out procedures.
- To download patient meal orders via the tablet in a timely manner, such that the CPU will receive the meal order in time to deliver the food to the wards, so the regeneration process can begin on time.

Research and Development

- To participate in patient satisfaction surveys as required.
- To feedback any patient or end user comments to appropriate line management.

Freedom to Act

- To use own judgement and initiative when required to deviate from work schedule due to facts or situations which are not straightforward. Someone will be available for reference and on occasions work carried out might be checked.
- To observe the Trusts Decontamination Guidelines and Procedures document at all times and include hand washing, barrier / enhanced cleans and colour coding of cloths, mops and buckets.
- Post holder will be required to work in line with food health and safety, food hygiene, food preparation and cooking procedures and Trust Policies, as directed by the Catering Manager/Supervisor.

Physical Effort

- Exert frequent light, moderate effort for short periods during a shift for example when lifting/moving kitchen equipment and stores. Particularly the movement of the cleaning trolley, beverage trolley and the Burlodge trolley.
- To use general domestic type electrical equipment, e.g. toasters, microwaves and refrigerators in accordance with their instructions.
- To use appropriate equipment / machinery to clean all surfaces in accordance with instructions to ensure that a clean and hygienic environment is maintained.

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Mental Effort

- Concentration required when using equipment and serving food.
- To complete all required paperwork correctly and in a timely manner. This includes Daily cleaning checklists, Legionella Control forms (showers), temperature records, daily cleaning checklists, wastage sheets etc.

Emotional Effort

- Rare exposure distressing/emotional circumstances.
- Understanding & compassion for patients and their visitors

Working Conditions

- In order to maintain service provision the post-holder may be required, on occasions, to work across multiple Trust departments and Trust sites as dictated by operational demand.
- The post-holder may face exposure to bodily fluids on a daily basis.
- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate, to the Supervisor.
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy. This includes wearing the correct personal protective equipment when undertaking enhanced cleaning duties.
- To display a formal Trust ID badge at all times whilst on duty

OTHER

Take part in regular performance appraisal and undertake any training required in order to maintain competency including mandatory training, e.g. Fire, Manual Handling and Information Governance. Contribute to and work within a safe working environment.

All Job Holders are required to...

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.

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- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the “UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR)” or “Data Protection legislation
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

All Managers are responsible for...

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
- Managing attendance in accordance with the Trusts Attendance Management Policy.

All Heads of Departments are responsible for...

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

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PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<input type="checkbox"/> Demonstrable Customer Care Experience	<input type="checkbox"/> Demonstrable previous Healthcare experience <input type="checkbox"/> Demonstrable previous experience of cleaning
QUALIFICATIONS	<input type="checkbox"/> Proven GCSE's in English and Mathematics Grade A-D or Functional Skills level 2 in Maths and English or equivalent qualification or demonstrable equivalent experience. Willing to undertake training relevant to the position.	<input type="checkbox"/> Proven Basic Health & Safety Awareness <input type="checkbox"/> Basic Food Safety Awareness, including dietary requirements due to allergens and intolerances.
APTITUDE & ABILITIES	<input type="checkbox"/> Excellent interpersonal and communication skills. <input type="checkbox"/> Ability to prioritise effectively and manage deadlines. <input type="checkbox"/> Understanding of and commitment to equality of opportunity and good working relationships.	
DISPOSITION / ATTITUDE / MOTIVATION	<input type="checkbox"/> A focus on delivering high quality services as part of a large organisation. <input type="checkbox"/> Commitment to continual professional development. <input type="checkbox"/> Ability to work on own initiative and also as part of a team.	
OTHER FACTORS	<input type="checkbox"/> Ability to occasionally work outside of normal office hours. Able to work as part of a multi-disciplinary team <input type="checkbox"/> Ability to be flexible e.g. break times, hours of work	

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