JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Ward Housekeeper |
| **Reports to** | Support Services Manager |
| **Band** | 3 (Subject to formal matching) |
| **Department/Directorate** | Estates & Facilities |

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| **JOB PURPOSE** |
| * To work as part of the Facilities team on the ward and to be responsible for the co-ordination of all patient facilities services in the ward area, ensuring a clean, safe and comfortable environment * The main elements of the role are to ensure that there is a seamless approach to the provision of non-clinical services, ensuring the appropriate delivery of cleaning, Patient Meal Service and minor maintenance together with other specific tasks, to meet individual patient’s needs as determined by the ward Matron in accordance with the National Standards of Healthcare Cleanliness in the NHS 2021, National Standards for Healthcare Food and Drink 2022, PLACE (Patient Led Assessment of the Care Environment), and the CQC (Care Quality Commission * To share and receive routine information with the ward team, cleaning, Patient Meal Services and other support staff as required regarding the patient’s day, ensuring that work is planned in the most appropriate way to provide a high-quality patient focused service. * The post holder will be required to work closely with other Facilities departments / support services and will monitor quality standards, report deficiencies and take appropriate action * 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.   **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Ensure that personal privacy, dignity and confidentiality relating to all aspects of the Trusts operations is maintained. * To provide a focal point for individual patients in relation to their day to day non-clinical needs. * To receive, welcome and guide patients to their allocated bed space. Also, to meet and greet visitors on their arrival to the ward, liaising with the multi-disciplinary team as appropriate. * Co-ordinate all non-clinical compliments and complaints and share with the Matron in the first instance and then with the relevant service provider for action as appropriate. * Liaise with the ward Matron / Nurse in Charge and Facilities Services staff to ensure that the day’s work is flexibly planned in the most appropriate way, in order to deliver a high standard of patient facilities services. * In partnership with Domestic Services ensure that a clean, safe and comfortable environment is maintained and patient equipment is cleaned in accordance with the National Standards of Healthcare Cleanliness in the NHS 2021. In partnership with Patient Meal Services ensure a range of catering services are provided to patients at ward level in accordance with National Standards for Healthcare Food and Drink 2022. Make sure that all patient nutrition and hydration requirements are managed throughout the day and delivered in a timely and efficient manner within the designated protected meal times. * Attend clinical ward team meetings, ward handover, facilities led meetings as required. Communicate any relevant information to other service providers e.g. changes in a patient’s dietary requirement, specialist cleaning etc * Under the guidance of the Matron or Nurse in Charge, act as the liaison between the clinical team and the non-clinical service providers, in order to ensure a seamless service. Report any non-compliance of service to the relevant Facilities department and other service providers as appropriate and formally report to Ward Matron & the Ward Housekeeper Co-ordinator and Support Services Manager on a weekly basis. * Carry out quality assurance audits on a regular basis monitoring cleaning, catering, waste management and the patient environment quality standards in compliance with relevant legislation, policies and procedures. Share results with relevant Facilities Division departments and develop action plans for non-compliance and track progress as required. * Work co-operatively with colleagues as part of the ward team and where required perform additional duties (in accordance with grade) as and when directed by the ward clinical team thus enabling Nursing staff to undertake direct patient care. * Assist with the planning of ward-based facilities programmes such as, PLACE (Patient Led Assessment of the Care Environment) inspections, outbreak cleaning and the annual deep cleaning programme. * Identify areas where the patients’ experience could be enhanced and communicate ideas and suggestions to the ward matron and Ward Housekeeper Co-ordinator and Support Services Manager. * Ensure a pro-active response to problem areas through effective communication in accordance with Trust policies and procedures. Report back to Facilities departments and other service providers as required in a structured manner. * Deliver good principles of customer care ensuring helpfulness, awareness and compassion to patients, carers, visitors, staff and colleagues * To ensure general and specialist patient equipment is cleaned in accordance National Standards of Healthcare Cleanliness in the NHS 2021documentation; the Trust Patient Equipment Cleaning Policy and agreed cleaning schedules. This will include the cleaning of patient equipment, e.g. wash bowls, bedside oxygen and suction connectors, patient fans, bedside alcohol hand wash, glove and apron boxes and holders, clip boards and notice boards, notes and drugs trolleys, patient personal items including cards and suitcases / bags, linen trolley as per the required national specifications for cleaning. This duty will also be undertaken by Domestic Assistant staff and, where applicable, nursing staff. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility:  There are no staff directly reporting to this role. This role provides local oversight of the Patient Meal and Domestic Services department staff, and works in conjunction with those department supervisors for matters that require resolution.    The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Ward Clinical Nurse Manager * Senior Matron * Domestic Assistants | * Patients * Visitors * Volunteers | | * Catering Assistants |  | | * Domestic Supervisors & Asst Domestic Manager * Patient Meals Service Manager * Catering Supervisors * Facilities Training Officer * Support Services Manager * Ward Housekeeper Co-Ordinator * Facilities Service Manager & Deputy * Estates staff |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Undertake such duties as necessary as directed by the Nurse in Charge/ Clinical Nurse Manager in order to assist in the ward team in ensuring that patients’ needs are met. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To attend and participate in meetings * To maintain effective working relationships * Communicate directly with new and existing ward staff regarding the handling of all waste streams at ward level and ensure that appropriate systems are maintained for all waste management, in accordance with the Trust Waste Management Policy * Ensure waste bins are of the correct size, correctly labelled and are sited in appropriate locations throughout the ward * Encourage recycling where possible in accordance with the Trust’s Waste Management Policy * Ensure that all waste management standards are maintained on the ward by reporting problems noted and raising any concerns to the Waste Manager or the Matron. * Liaise with Linen Services to ensure required amount of linen is delivered to the ward on a daily basis * Communicate directly with new and existing ward staff regarding the handling of clean and soiled linen at ward level and ensure that appropriate systems of return are maintained for all linen items, in accordance with the Trust Linen Policy * Where necessary liaise with the Domestic Services management team to discuss work schedules and timings of cleaning duties within the ward area |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * 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 change ward curtains on an emergency basis if required and to liaise with the Domestic Supervisors to ensure that there is an adequate supply of spare curtains available * Check over bed lights on a weekly basis to ensure that bulbs are working and where appropriate report any faults to the Estates department. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To work as part of a team to ensure the ward is safe and tidy at all times, e.g. remove clutter, tidy notice boards, signage etc. * To monitor the general ward environment and to co-ordinate necessary repairs and maintain records of defects reported to the Estates Department or other and the remedial action taken. * To co-ordinate the wards defect call log book, ensuring that all defects are logged, reported and recorded. * Ensure patient laundry is sent to the central laundering service in a timely manner and check upon its return * Check that all temperature recording has been completed as required on a daily basis e.g. ward pantry refrigerator. * Where necessary liaise with the Patient Meal Services management team to discuss work schedules and timings of catering duties within the ward area * To assist in ensuring that patients nutritional and hydration requirements are maintained on the ward by reporting problems noted and raising any concerns to the duty Catering Supervisor or the Matron. * Ensure that Nutritional Supplements have been ordered and issued out to patients as required by the appropriate staff. * To co-ordinate the timely cleaning of vacated bed spaces / side rooms as required and if there is no cleaning service available to undertake cleaning as required. * Where appropriate, to ensure that following the discharge of a patient, the bed frame and mattress, bed area and locker are cleaned and the bed is re-made in preparation for incoming patients e.g. disinfecting wash bowls, soap and paper towels are replenished and general tidying of areas including the sluice. * To maintain upkeep of patient bed areas e.g. report maintenance requirements, ensure that the patient’s lockers, tables and chairs are uncluttered and free of litter at all times. * To change ward curtains on an emergency basis if required and to liaise with the Domestic Supervisors 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 assist in ensuring general cleaning standards are maintained on the ward by reporting problems noted and raising any concerns to the duty Domestic Supervisor or the Matron. * To work as part of a team to ensure the ward is safe and tidy at all times, e.g. remove clutter, tidy notice boards, signage etc. * Check over bed lights on a weekly basis to ensure that bulbs are working and where appropriate report any faults to the Estates department. * To monitor the general ward environment and to co-ordinate necessary repairs and maintain records of defects reported to the Estates Department or other and the remedial action taken. * To co-ordinate the wards defect call log book, ensuring that all defects are logged, reported and recorded. * To be responsible for undertaking the following audits on a weekly basis (unless advised otherwise): Cleaning, Food service, Waste Management, Ward Environment * Document findings using authorised paperwork. * Submit audits to the Audit office on a weekly basis. * Ensure all faults are rectified in a timely manner and where necessary take further corrective action to ensure these are rectified. Escalate ongoing issues to the Ward Matron or Facilities Service Manager.   Ensure the correct completion of all required paperwork and where necessary ensure its timely return to the appropriate department. For example:   * + - Daily Cleaning Checklists     - Legionella Control forms     - Food Record Charts     - Fluid Charts     - Temperature Records     - Weekly Cleaning Records |
| **PATIENT/CLIENT CARE** |
| * To respect the privacy and dignity of patients whilst carrying out your duties * To maintain complete confidentiality with regard to service information and patient issues. Ensure tact and diplomacy is maintained at all times * Assist patients using the bedside entertainment system as required, reporting faults or complaints to Patient Line helpdesk. Monitor the cleaning of the equipment by Domestic Assistants * Offer assistance to patients before and after meals to clean their hands * To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team. * Where required encourage and assist patients to order food (on a daily menu card) taking into account any special dietary needs and medical requirements as determined by the nursing team. * Ensure that patients are physically able to reach their food and assist patients as necessary e.g. remove lids, packaging, polythene and cling film, cutting up food etc. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Ensure that the management of linen at ward level complies with relevant policies and the Trust’s Linen Policy * In partnership with Patient Meal Services ensure that thorough cleaning standards are maintained within the ward kitchen in accordance with Food Hygiene Regulations and associated Trust policies and procedures * Where appropriate discuss and propose changes to non-clinical working practices with nursing and facilities management. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * No budgetary responsibilities but will advise and influence ward expenditure to improve the patient environment * Ensure the safe storage of equipment in conjunction with the nursing team |
| **HUMAN RESOURCES** |
| * To contribute to personal development reviews (PDR’s) for Domestic Assistants and Catering Assistants as required |
| **INFORMATION RESOURCES** |
| * Ensure the correct completion of all required paperwork and where necessary ensure its timely return to the appropriate department. For example:   + - Daily Cleaning Checklists     - Legionella Control forms     - Food Record Charts     - Fluid Charts     - Temperature Records     - Weekly Cleaning Records |
| **RESEARCH AND DEVELOPMENT** |
| * To issue patient satisfaction surveys as required * To be responsible for undertaking the following audits on a weekly basis (unless advised otherwise): Cleaning, Food service, Waste Management, Ward Environment * Document findings using authorised paperwork * Submit audits to the Quality Assurance and Performance Coordinator on a weekly basis. * Ensure all faults are rectified in a timely manner and where necessary take further corrective action to ensure these are rectified. Escalate ongoing issues to the Ward Matron or Facilities Service Manager. |
| **PHYSICAL SKILLS** |
| * The ability to use standard keyboards for computer work. |
| **PHYSICAL EFFORT** |
| * Assist in the movement service equipment and to provide support in the provision of services, if required. * Ability to handle equipment and potentially heavy loads, up to and including 10kg. * Periodic need to provide physical exertion required to perform critical tasks to meet operational needs. * Prolonged periods of walking and standing. |
| **MENTAL EFFORT** |
| * Frequent concentration for dealing with queries, entry of data onto I.T. systems, and the provision of written communication. * Assessment of potential hazards. * Ability to prioritise response based on dynamic risk assessment. |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to distressing or emotional circumstances, when participating in bereavement, illness, staff attendance or performance issues. |
| **WORKING CONDITIONS** |
| * Occasional exposure to unpleasant working conditions, i.e. dirt, smells, inclement weather and extreme temperatures. * Potential exposure to clinically low-level hazards in ward environments. * Requirements to use VDU equipment on a daily basis. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are 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  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DSE) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Ward Housekeeper |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  NVQ Level 3  Basic Health & Safety Certificate  Basic Food Hygiene | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Basic knowledge of Microsoft programmes  Effective Communication skills at all levels  Good interpersonal skills | E  E  E |  |
| **EXPERIENCE**  Previous experience in hospitality or a similar role, e.g. housekeeping/ catering  Previous healthcare experience  Understanding & compassion for patients and their visitors  Previous customer care experience  Good understanding of confidentiality | E    E  E  E | D |
| **PERSONAL ATTRIBUTES**  Able to carry out work to a schedule, with the direction of senior nursing staff or other senior management, only where necessary  Able to demonstrate sound judgement regarding compliance with policies and procedures e.g. Health & Safety, CQC standards etc.  Enthusiastic, approachable and motivated  Fit and healthy – standing for long periods of time, lots of walking, moving equipment etc.  Reliable  Neat and tidy appearance with a good standard of personal hygiene  Ability to use own initiative and work with minimal supervision  Able to plan, organise and prioritise own work load and that of others  Good decision making & problem-solving ability  Able to cope with distressing or emotional circumstance e.g. bereavement/ illness  Able to work as a team member | E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Able to work as part of a multi- disciplinary team  Ability to be flexible e.g. break times, hours of work  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  | Y |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | Y |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  |  | Y |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | Y |
| Mental Effort | Y |  |  |  | Y |
| Emotional Effort | Y |  | Y |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | Y |  |