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CAJE REF Wales/WPF/2025/0016

APPROVED 16/05/2025

# JOB TITLE Wales Nursing Support Worker (Critical Care/High Dependency)

# BAND 3

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| Job Summary |
| * Work as part of the multidisciplinary team delivering care to patients within critical care/high dependency under supervision provided by a registered health care professional.
* Work alongside the registered health professional, undertaking personal care activities and clinical care duties as delegated by a registered healthcare professional in accordance with the HEIW All Wales Guidelines for Delegation.
* Give technical assistance in the setting up, maintenance and testing of a range of critical care equipment.
* Ensure the working environment is safe and hygienic, following infection prevention and control policies and processes.
* Contribute to the teaching and supervision of students and junior staff.
* Delivers role in accordance with Health Board/Trust Values and Code of Conduct for HCSW’s in Wales.

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| Responsible to |
| Reporting:       | Accountable:       | Professionally:        |
| Responsibilities and Duties |
| **Planning and Design**Plan and prioritise own delegated workload, ensuring tasks are completed efficiently, safely and effectively, using your initiative to prioritise the work based on the needs of patients, adjusting to ensure emergencies and priority tasks are completed to deadlines.Work within established procedures when delivering care; and under the supervision of a registered healthcare professional.**Clinical**In undertaking all clinical tasks within the critical care or high dependency setting, the nursing support worker will work alongside the registered healthcare professional, within the course of their duties the post holder will:Support the provision of personal care to patients/clients. Depending on the patient’s condition, this may include using the shower or bath, washing facilities, dressing, supporting patients to meet their oral hygiene needs, accessing and using toilets, collecting and disposing of bodily waste, ensuring that privacy, dignity, and security is maintained. This may involve using hoists, wheelchairs or other mobility aids.Where appropriate, support patients to eat and drink through choosing appropriate food and drinks, and enabling them to prepare for eating and drinking, assisting them when required.Assist in pressure area care and support the registered healthcare professional to regularly check skin condition. This may include assisting as a member of the multidisciplinary team to reposition the unconscious patient/encourage the conscious patient to change their position or be repositioned., reporting any concerns to the registered healthcare professional without delay.Participate in manual handling of patients and transferring them between trolleys and beds, including the positioning and re-positioning of the patient, this will include using appropriate manual handling equipment for example Patslide.Help to orientate patients to time, place and physical location, and enable a therapeutic relationship with patients through engagement and activities as deemed appropriate to the patient.Support the registered healthcare professional to ensure the safety of patients/clients requiring increased level of supervision in the critical care setting, for example patients at risk of falls, patients with memory impairment, behavioral needs, mental health/ learning disabilities care needs, reporting any changes to the registered healthcare professional without delay.Obtain diagnostic samples, for example collecting urine samples / faecal samples/ sputum samples, wound swabs, obtaining venous blood samples ensuring the correct handling and sending of specimens whilst adhering to infection control and local guidance polices. Undertake Point of Care testing, for example carrying out urinalysis and escalating any abnormalities, recording blood glucose, including conducting compliance with both internal and external quality assessment of equipment.Undertake and record delegated duties, for example recording body temperature, blood pressure, pulse, oxygen saturation level, pulse and respiratory rate, under the supervision of a registered healthcare professional.Undertake delegated care duties as directed by a registered healthcare professional, examples of which may include but not limited to,recording Electrocardiogram (ECG), care of and removal of urinary catheters, care of stomas, undertaking simple wound dressings and wound observation, removal of peripheral cannula.Obtain informed consent prior to providing care, understanding the actions required if care is declined.Recognise and report observed changes in the patient’s physical and psychological needs to a registered healthcare professional.Undertake high standards of infection prevention control in the healthcare setting, through effective hand hygiene practices, maintaining a clean environment and cleaning of equipment.Demonstrate care and compassion to patients, carers and relatives to help ensure high-quality person-centered patient care is delivered at all times, advocating for them if required.Record accurate and timely information in the appropriate documentation including documenting for example weight, height, body mass index (BMI), and recording of nutrition and hydration.Assist the registered healthcare professional in the preparation and transfer of the critically ill.Support the registered healthcare professional when chaperoning is required for patients during medical interventions or procedures.Adhere to, and follow the principles of safeguarding children and adults, promptly reporting any concerns to the registered healthcare professional.Participate in clinical emergencies, summoning assistance and following local or national guidance, working as a member of the multi-disciplinary team within scope of practice.Act on own initiative within their scope of practice recognising and reporting observed changes in the patient’s physical and psychological needs to a registered healthcare professional.As part of the multidisciplinary team, sensitively care for dying patients and their families. This may include difficult and emotive situations, for example, patients involved in the organ donation process.**Stock and Equipment**Prepare bed areas for the admission of critically ill patients ensuring all equipment is available, correctly assembled and functional.Give technical assistance in the setting up, maintenance and testing a range of critical care equipment, checking the functionality of equipment that is used by patients and clients and report any issues to an appropriate team memberSupport the registered healthcare professional in the preparation of trolleys for procedures.As part of the critical care team contribute to the cleaning, stocking, assembly, dismantling, maintenance and preparation of clinical equipment and clinical areas in order to maintain a high standard of cleanliness. Maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources; reporting when availability falls below an acceptable standard or level. This may include the ordering of individual stock items where required, for example, sutures, drains, feeding tubes etc.Maintain the cleanliness of equipment in all clinical and non-clinical areas, this includes cleaning all types of equipment, and rooms/areas within the care setting.Undertake safe custody, return or disposal of individual’s property.Ensure the correct disposal of linen and used clinical waste, and cleaning of the clinical environment of care.**Communications**Provide appropriate support to patient and relatives during visiting and protected rest periods and assist the registered healthcare professional with any areas for improvement that would enhance the relatives/visitors visiting experience.Provide appropriate routine information effectively to patients, carers and other staff, using appropriate communication techniques to overcome any barriers to understanding and providing support using empathy and tact during distressing or emotional events. This may include interacting with patients/families who have additional needs, for example learning disabilities or language/communication barriers.Communicate clearly and effectively with the multi-disciplinary team, accepting instructions and giving feedback on patient care and activities to relevant registered health care professionals where required.Respond appropriately to routine queries, take phone messages and pass on written and verbal information to patients and staff in a timely manner. **Improvement and Monitoring**Required to follow all legislation and organisational policies and procedures, will be asked to comment on procedures for own area of activity, and suggest improvements which will contribute to the efficient running of the service supporting better patient experience.Adhere to standard operating procedures, guidelines and policies whilst delivering care, for example if working in community settings adhere to the lone worker policy/procedure in order to maintain own and others personal safety.Contribute to research, audits, quality improvement initiatives and clinical trials programmes as required carried out within the area of work.**Management, Leadership and/or Training**Supervise the work of Band 2 Nursing Healthcare Support workers and apprentices.Work alongside student nurses, those on work experience placement and nurse cadets providing support.Delegate work to appropriate staff to ensure services are met.**Digital and Information** Maintain accurate records in both written and electronic formats, adhering to data governance, confidentiality, and cybersecurity policies.Where appropriate, demonstrates proficiency in selecting and using digital tools for daily tasks, training, communication, and supporting individuals in safely using digital healthcare methods.  |
| PERSON SPECIFICATION |
| Qualifications and Knowledge  |
| Essential* Level 3 qualification in a health care related subject

Or Equivalent experience and can evidence work based competency demonstrating theoretical knowledge, and the ability to undertake clinical care duties relevant for the role which is gained through experience and worked based training/short courses.* Knowledge of the Code of Conduct for Healthcare Support Workers in Wales and All Wales Delegation Guidelines (HEIW).
* Knowledge of relevant policies and procedures within a healthcare setting for example the principles of Safeguarding adults/children to keep patients within their care safe, and confidentiality for example General Data Protection Regulations (GDPR).
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| Experience |
| **Essential*** Experience of working within a relevant health or social care environment, providing direct patient care.

**Desirable** * Experience of working with patient groups relevant to area of practice.
* Experience of working within the NHS.
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| Skills and Attributes |
| **Essential*** Good communication skills – verbal and written, with the ability to convey information clearly and sensitively.
* Ability to work with minimum supervision to a high standard.
* Ability to keep calm in stressful situations.
* Ability to demonstrate a caring and compassionate approach.
* Organisational skills, with the ability to plan and prioritise own and others workload efficiently.
* Ability to use technology to undertake the role, for example Microsoft Office, virtual platforms such TEAMS.
* Physically able to carry out the duties of the role, including lifting, assisting with mobility, and performing other manual tasks.

**Desirable*** Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh.
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| Other |
| * Enhanced DBS clearance including Adults and Childrens Barred List check.
* Ability to work a range of shift patterns.
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