

# Job Profile

## Healthcare Assistant (HCA)



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### Job Details

<b>Location:</b>	HMP Eastwood Park Prison, Church Road, Falfield, South Gloucestershire, GL12 8DB
<b>Reports to:</b>	Clinical Team Leader
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	Full time – 37.5 hours per week
<b>Pay Range:</b>	£19,500.00 - £21,000.00 per annum (pro-rata) Enhanced rates of pay for unsocial hours
<b>Other:</b>	NHS Pension NHS Length of Service recognition for annual leave Bike Scheme and Tech Scheme Bank worker pool sign-up option

### About Us

Hanham Secure Health Ltd (HSH) is commissioned to deliver the physical healthcare provision at HM Prison Eastwood Park Prison; this comprises nursing, advanced clinical practice, GP and administration service, all of which come together to provide high quality planned primary care, urgent/acute care and clinical substance misuse support services. The HSH team forms part of the wider InspireBetterHealth group; a collaboration of providers delivering a full suite of health and well-being services to the prison population, including psychosocial substance misuse, mental health, psychiatry, dentistry, optometry and more.

HSH is a private healthcare company owned by shareholders with lengthy experience and knowledge in the offender health sector. HSH offers rates of pay and employment benefits comparable to NHS schemes that many healthcare workers will be accustomed to. HSH prides itself on being a **family friendly** and **equal opportunities** employer.

HSH **strives to deliver continuity and equivalence of healthcare services to patients across the secure estate and maintains** an ethos that "if you invest in, motivate and develop your workforce, your workforce will be encouraged and enabled to invest in and take care of your service". We achieve this through our five core values:

- » **Collaborate** - Strive to deliver excellence through the supportive exchange, sharing and inspiration of aims, goals, ideas and best practice.
- » **Make a difference** - Enable everyone to make a difference - big or small - through advocacy, challenging what is not right, leading by example and taking responsibility.
- » **Improve** - Embrace new, innovative and creative ways of working through a culture that supports change, promotes learning and celebrates development.

- » **Have integrity** - Embody a culture of honesty, transparency, fairness, inclusion, respect, compassion and caring through individual and shared accountability.
- » **Put people first** - Adopt a person-centric approach in all areas through effective communication, engagement, recognition, reward and by valuing every patient and believing in every employee.

## Job Summary

The role of Healthcare Assistant will work within the Physical Healthcare team to provide a range of physical health services to the adult female patients at HMP Eastwood Park Prison.

Previous experience of working within a prison is not required and the successful candidate will receive robust induction and training, as well as on-going training, supervision and mentoring. HSH supports and promotes further learning, development and, where possible, promotion, tailored to individual needs and preferences.

The success of this role relies on strong clinical skills, effective communication, the ability to work effectively within a team and on own initiative, as well as a willingness to be flexible and to adapt.

The role includes access to highly sensitive information and the post holder should, therefore, ensure that they conduct their work with the strictest confidence and comply with information governance, data protection and record keeping policies at all times.

## Essential Criteria

<b>Qualifications &amp; Experience:</b>	<ul style="list-style-type: none"> <li>» Care Certificate (desirable, not essential)</li> <li>» NVQ Level 3 in Health and Social Care, or equivalent (essential)</li> <li>» Basic Life Support (BLS)</li> <li>» Experience of working within a multi-disciplinary team</li> <li>» Experience of working within primary care and/or delivering primary care services</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>» Awareness and understanding of the Care Certificate framework and standards</li> <li>» An understanding of the Care Quality Commission (CQC) key lines of enquiry</li> <li>» Awareness of clinical governance and its application, with particular attention to safe practice, compliance and risk management</li> <li>» Awareness of the importance of safeguarding within any health or care service, for both adults and children</li> <li>» Awareness of the Mental Health Act (1983) and the Mental Capacity Act (2005)</li> <li>» Awareness of Data Protection, Information Governance and Confidentiality regulations, in accordance with national legislation, local policy and relevant standards</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>» Good clinical awareness and ability</li> <li>» An ability to carry out clinical interventions as delegated by a registered nurse e.g. clinical observations, basic wound care etc.</li> <li>» Good communication skills, including attentive listening</li> <li>» An ability to build and maintain good relationships with colleagues and to work effectively as part of a team</li> <li>» An ability to work on own initiative, but with a commitment to participate in clinical supervision and reflective practice and further develop skills</li> <li>» Ability to remain calm and measured under pressure</li> <li>» Diplomacy and an ability to avoid and manage conflict</li> <li>» Awareness of the limitations of own competencies and a willingness to undertake further learning and development to enhance these</li> <li>» Good record keeping competencies and compliance with local record keeping policy</li> </ul>
<b>Qualities:</b>	<ul style="list-style-type: none"> <li>» A strong commitment to the delivery of quality and safe healthcare</li> </ul>

	<ul style="list-style-type: none"> <li>» A warm, person-centred approach to care</li> <li>» Honesty, decency and probity at all times</li> <li>» An understanding of equality and diversity</li> <li>» Respect for the privacy and dignity of all patients and colleagues at all times</li> <li>» An interest in working within a busy, challenging and changing environment</li> <li>» Willingness to be flexible and adaptable to the ever changing needs of the prison population and healthcare provision</li> </ul>
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## Key Responsibilities

<b>Specific:</b>	<ul style="list-style-type: none"> <li>» Maintaining professional registration in line with requirements of the relevant professional body (e.g. GMC, NMC, HCPC etc.)</li> <li>» Delivering and supporting in the delivery of clinical proecures and activities, under the guidance of senior team members and within scope of own clinical competence and training, including but not limited to: <ul style="list-style-type: none"> <li>» Venepuncture</li> <li>» Blood pressure monitoring</li> <li>» Simple wound care</li> <li>» Pre-release planning</li> <li>» Long-term condition review preparation</li> <li>» General health checks</li> <li>» Screening services</li> <li>» Health promotion and well-being initiatives</li> <li>» Responding to medical emergencies</li> <li>» Basic life support</li> </ul> </li> <li>» Assisting in the assessment and monitoring of patient needs, communicating any changes in care needs to appropriate registered staff</li> <li>» Delivering healthcare provision for the management of health needs associated with lifestyle choices such as weight, smoking, drugs and alcohol</li> <li>» Contributing to the management of long-term conditions, such as diabetes, hypertension, asthma, COPD and epilepsy</li> <li>» Assisting registered staff with the administration of medicines</li> <li>» Supporting patients to manage their own health and promoting self-care</li> <li>» Assisting the social care provider with some social care activities, where required and appropriate</li> <li>» Facilitating telemedicine consultations for patients to reduce the volume of external hospital appointments</li> </ul>
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<b>General:</b>	<ul style="list-style-type: none"> <li>» Working under the direction of senior staff to deliver and constantly strive to improve services delivered by the organisation</li> <li>» Promotion and support of multidisciplinary and interagency working throughout the delivery of healthcare, understanding the contribution of others in the wider prison system</li> <li>» Adherence with national and local key performance indicators, including the Health and Justice Indicators of Performance (HJIPs)</li> <li>» Contributing to strategies designed to promote and improve health and to prevent disease, working proactively and collaborating with other agencies</li> <li>» Identification of issues pertinent to the patient population and advocacy on their behalf, to promote health and well-being</li> <li>» Participation in patient feedback processes to support service improvement</li> <li>» Ensuring that all services and care is delivered in an effective and timely manner, in</li> </ul>
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- » accordance with the organisation's contractual obligations and with patient needs
- » Participation in supervision and continual performance development reviews to ensure high quality care
- » Participation in the recognition of and appropriate action on ethical and legal issues which have implications for clinical practice
- » Awareness of and action on procedures in place to protect vulnerable individuals
- » Participation in the prison's process for identifying self-harm and suicide risk (ACCT)
- » Reporting risks and incidents in accordance with organisational policy, in support of a transparent, blame-free and shared learning culture
- » Reacting to and reporting any threat to the security/safety, or indication of threat to the security/safety, of the establishment or any group or individual, in accordance with prison protocol
- » Compliance with prison orders, procedure, instructions and security requirements
- » Promoting and supporting effective links with relevant health and well-being services in the community, in support of continuity of care
- » Treating all patients as individuals, respecting their privacy and dignity at all times
- » Understanding and adhering to all Organisational policy, protocol and procedure at all times and to the expected standards of the Organisation
- » Undertaking such other duties as appropriate to the needs of the organisation

**In light of the changing needs in secure healthcare, this job description could be subject to change in the future.**

### Learning and Development

Hanham Secure Health Ltd is committed to providing a high-quality service through the effective management and development of its employees. Learning and development, training, appraisal and supervision policies and processes support the organisation in achieving its key aims of delivering cost effective, high quality and responsive healthcare, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All employees are expected to participate fully in the training, learning and development and appraisal processes and to comply with the relevant policy.

### Equality and Diversity

It is the responsibility of all employees to support the Hanham Secure Health Ltd vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment and to manage, support or comply through the implementation of the organisation's equality and diversity strategies and policies.

### Health and Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment and to take reasonable care of themselves and others. Specific individual responsibilities for health and safety, if applicable to this role, will be outlined under the Key Responsibilities section.

### Information Governance and Data Protection

Employees of Hanham Secure Health Ltd have access to information that is sensitive to either an individual or to the organization. In accordance with the requirements of **Information Governance, NHS Code of Confidentiality, General Data Protection Regulation, Data Protection Act (2018)** and the terms and conditions of employment,

all employees have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

## Rehabilitation of Offenders Act (1974)

This post is subject to an exception order under the provisions of the *Rehabilitation of Offenders Act (1974)*. This stipulates that all previous convictions, including those that are 'spent', must be declared. Previous convictions will not necessarily preclude an individual from employment within Hanham Secure Health Ltd but must be declared in writing at the appropriate stage during the recruitment process.

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>

## Policy

This post is subject to Hanham Secure Health Ltd policies and employee handbook. Copies of these policies will be available upon commencement of employment or upon request prior to employment.

## Further Information

### About Hanham Secure Health:

Hanham Secure Health (HSH) is a private healthcare company that delivers NHS commissioned primary healthcare services to patients within secure establishments, including prisons, secure children's home and secure mental health hospitals.

Find out more: [www.hanhamsecurehealth.co.uk](http://www.hanhamsecurehealth.co.uk)

Read what our employees say: <https://www.hanhamsecurehealth.co.uk/work-with-us/ouremployees/>

### About HM Prison Eastwood Park:

HMP Eastwood Park is a female prison located north of the city of Bristol. It houses women aged 18+ and has a mother and baby unit on site. The prison holds both offenders who have been convicted and sentenced and individuals who are being held on remand, pending court proceedings.

This mix creates a varied healthcare need across the prison, with some patients requiring more immediate and acute care to address complexities and issues they have arrived in the prison with, such as detoxing from substances, mental health assessment and treatment for poor physical condition. On the other hand, there are patients with more stable healthcare needs but who require regular health checks and screening, routine check ups, contraception fitting and advice and care for on-going health conditions.

Find out more: <https://www.gov.uk/guidance/eastwood-park-prison>