

GATESHEAD HEALTH NHS FOUNDATION TRUST

JOB DESCRIPTION

1 JOB DETAILS

Job Holder:

Job Title: Ward Housekeeper

Accountable to: Ward Sister / Charge Nurse

Responsible to: Modern Matron

Location: Queen Elizabeth Hospital

Employer: Gateshead Health NHS Foundation Trust

2 JOB PURPOSE

The post holder will work as an integral part of the ward team. He/she will be responsible for the co-ordination of all patient facilities/services in the ward area and for ensuring a clean, safe and comfortable environment.

The main elements of the role are ensuring the delivery of cleaning, catering and minor maintenance, together with other specified tasks to meet individual patient needs, as determined by the ward sister/charge nurse.

The post holder will be required to work closely with contractors and support services departments. He/she will monitor quality standards and rectify deficiencies.

3 DIMENSIONS

On a day-to-day basis the post-holder will be responsible to the Nurse in Charge of the shift.

Development, management and allocation of housekeepers will be the responsibility of the Modern Matron

The training programme will be developed by liaising with operational services, estates, specialist nurse and domestic services and will be sufficiently comprehensive to meet individual needs.

KEY RESULT AREAS**Cleaning**

- To assist in monitoring and maintaining cleaning standards on the ward
- To carry out spot cleaning and ensure spillages are dealt with swiftly and efficiently
- To ensure general and specialist equipment, eg drip stands, medical equipment and commodes, are cleaned as per cleaning policy
- To ensure the ward is safe and tidy at all time, eg remove clutter, tidy notice boards, signage etc
- To maintain upkeep of patients' bed areas
- To identify any problems with cleanliness and report to the ward sister
- To ensure specialist cleaning of surfaces and furnishing
- To ensure isolation nursing areas are cleaned appropriately

Catering

- To encourage and assist patients to order food, where necessary taking into account special needs and medical requirement
- To prepare and serve hot/cold snacks as requested
- To serve meals in conjunction with the nursing team, ensuring patients' intake is known and that their dietary needs are met
- To provide people with assistance to eat and drink eg cutting up food, placing food and drinks within reach, encouraging patients to eat
- To feed patients as directed by the nursing team
- To ensure all food and beverages are served at the correct temperature according to food hygiene regulations
- To prepare areas where food and beverages are served/consumed to ensure a pleasant environment for patients
- To take responsibility for the ward catering supplies, ensuring storage areas are clean at all times, eg discarding out of date food, stock rotation
- To ensure refrigerated food is labelled and stored correctly as per policy
- To ensure in conjunction with the ward nurse that discharged and newly admitted patients' meal requirements are actioned.
- To co-ordinate extra meal requirements that may arise
- To ensure that patients whose fluid intake is not medically restricted have access to fresh water.

Maintaining the Environment

- To carry out monitoring of service delivery, especially related to cleaning, food, linen and the environment, at the agreed frequency
- To inform the ward sister of outcomes of monitoring and agree action plans, ensuring action is taken
- To manage the ward's defect call log book, ensuring all defects are logged, reported, recorded and closed down as appropriate

Key result areas cont...

- To monitor and co-ordinate other ad hoc maintenance, liaising as required for other services
- To provide household maintenance in line with local policy: replace light bulbs, clock batteries, unblock sinks, etc
- To carry out regular equipment monitoring in accordance with procedures
- To transport and dispose of clinical, domestic and confidential waste as per the policy, eg taking waste to the ward disposal area
- To clean and prepare beds and handle linen
- To monitor the access and security and use of premises and facilities
- To ensure that patients' space is respected including attending to patients' fruit, flowers etc
- To respect the privacy and dignity of patients whilst carrying out housekeeping duties
- To maintain the safety of people's property and belongings
- To minimise the potential for adverse behaviour and security breaches
- To use communication skills to manage any aggressive and abusive behaviour
- To ensure the safe storage of equipment
- To ensure equipment is in good working order and equipment repairs are carried out in line with Trust policy

General

- To receive, welcome and guide visitors on arrival to the ward, liaising with other staff as appropriate
- To transport equipment, consumables and written information as required
- To maintain and update paper-based records and information as required
- To respond to requests for general information
- To receive and pass on information to others, maintaining confidentiality
- To help resolve patients' concerns and take appropriate action
- To be aware of any new food hygiene standards changes to waste categorisation etc

Working Practices and Relationships

- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace
- To respond to emergencies as appropriate
- To maintain effective working relationships
- To foster people's equality, diversity and rights
- To provide effective customer service
- To maintain environmental, food and personal hygiene
- To maintain complete confidentiality with regard to all patient issues

Key result areas cont...

Support of People

- To ensure patients have adequate supplies to meet their basic needs, eg toiletries as required
- To ensure the ward has sufficient stocks to meet patient and staff needs
- To assist people with accessing and interpreting written information, eg cards and letters
- To explain the correct use of equipment to people, eg nurse call
- To communicate effectively with people

5 COMMUNICATIONS AND WORKING RELATIONSHIPS

- Modern Matrons
- Ward Sister / Charge Nurse
- Patients
- Carers
- Domestic staff
- Catering staff
- Medical staff
- Nursing staff
- Other ward staff
- Visitors
- Operational services
- Estates department

6 MOST CHALLENGING PART OF THE JOB

To provide a comprehensive and co-ordinated housekeeping service to the ward and departmental team enabling improvement in the experience for patients in hospital.

CONTROL OF INFECTION

All Trust Staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection policy (IC 1). There should be specific discussion of control of infection within the KSF/Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean your Hands Campaign.

PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour

7 JOB DESCRIPTION AGREEMENT

Job holder signature:

Date

Senior Officer/Head of Department
Signature

Date

Title: