



Royal Free London  
NHS Foundation Trust

***ROYAL FREE TO  
BE YOUR BEST***

**Healthcare Assistant**



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## DEAR CANDIDATE,

Thank you for applying to join the nursing and midwifery team at the Royal Free London. This candidate pack contains all the information you need to apply for the post.

At the Royal Free London, our mission is to be world class in the provision of care and treatment to our local and wider population, clinical research and teaching excellence. We aim to deliver kind and compassionate care in all three of our hospitals and satellite areas, to improve lives and help people thrive.

We have over 10,000 staff across our various sites, all working towards the same aim which is to ensure our patients receive the very best care. You will work with lots of different people from diverse backgrounds all performing different roles giving you a great opportunity to learn and develop.

Patients are at the heart of everything we do, and pivotal to the successful delivery of our aims are our healthcare support workers, whose dedicated and caring nature ensures that patients receive the very best care.

This band 2 healthcare assistant (HCA) opportunity will enable you to join one of our many friendly and dedicated

teams where you will learn and grow whilst being supported by our central education team. Should you wish to develop into a registered nursing role we have a robust career pathway in place and which is outlined within this pack.

If you have always aspired to work for the NHS - caring for our patients, carers and loved ones and working alongside highly motivated teams - then you are going to love this position at the Royal Free London. We are delighted to also be offering a comprehensive staff benefits package, along with self-rostering - so you can choose your preferred shifts and maintain a 'shift-life' balance whilst working in this role.

I am very proud to be the Chief Nurse of the Royal Free London and feel privileged to have worked with many amazing healthcare assistants during my career. I would be delighted for you to join our team and I wish you every success with your application. We look forward to welcoming you at one of our interviews and assessment days!

**Chief Nurse**  
Julie Hamilton, Group  
Chief Nurse



## THE ROLE

Being a band 2 HCA is fulfilling, varied and impactful. You will play a vital role in the care of our patients, helping with their day-to-day needs such as personal care, observations, mealtimes, toileting and mobility - as well as performing medical checks such as taking temperatures, pulse and respiration. This care is critical to supporting our patients in their recovery and providing them with the best possible experience whilst staying in our hospitals.

We'll invest in you and your development by supporting you, ensuring you stay up to date with all clinical competencies, and from day one you will be supported to develop your healthcare skills to meet the government standards for care within the NHS.

Sometimes the role will be tough and there are parts of the role that are not for everyone. You will see and be involved in some difficult patient care, be rushed off your feet and deliver some very direct personal care too.

As you would expect, we do work on a shift basis (our patients need our care and attention 24 hours a day and 7 days a week), so everyone gets involved working different shifts to ensure our patients receive the best care. This role typically requires 12-hour day or night shifts, otherwise known as a 'long day' or 'long night'. There is opportunity to work a four-shift system: twilight, nights, early and late (but please note that these shift patterns may vary).



By joining our nursing team and wider community of healthcare support workers, you will have the opportunity to learn and grow. If you are new to the NHS, we have a high-quality level 2 healthcare support worker apprenticeship programme that enables you to gain a recognised healthcare qualification and supports your future education and career development.

# WHY WORK AT ROYAL FREE LONDON NHS FOUNDATION TRUST?

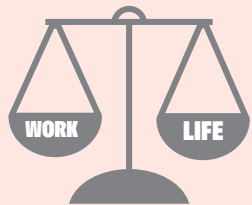


## Thinking of starting a family

Once you've been working in the NHS for a year, you're entitled to up to 52 weeks of maternity and adoption leave. We also offer paternity and parental leave. You can also benefit from access to our onsite staff nurseries, childcare vouchers, and many other entitlements outlined in our family leave policy.

## Worried about the cost of living?

Our robust financial wellbeing support offer allows you to make use of numerous salary sacrifice schemes (car lease, home electronics, cycle to work season ticket loan before and nursery), along with access to various discount platforms and advisory services. If you are new to London you can also access our onsite accommodation service for renting support and advice.

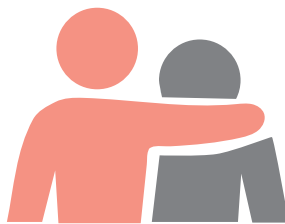


## Keen to maintain a shift-life balance?

Our flexible working policy outlines that staff can request flexible working, to help you balance work and life at home. This includes self-rostering - so you can choose your preferred shifts and maintain a 'shift-life' balance whilst working in this role.

## Looking for emotional support, or simply needing somebody to talk to?

All staff have access to a holistic and comprehensive health and wellbeing offer to support you at work. This includes peer support, access to our bespoke psychology service and a 24/7 support line. We also have a range of special leave to support you with personal circumstances, as we know that life happens and sometimes unplanned leave may arise.



## Keen to have a voice in the organisation and join a like minded group of staff?

You can be a part of wider communities in the Trust by joining our dedicated staff networks, such as the LGBT+ network; Ability@The Free network; Black, Asian, and Minority Ethnic Group (BAME) network; Women's network and the Greener RFL Sustainability Network.



## Want to keep learning and develop your career?

All staff have access to CPD (continuing professional development) opportunities including personal development courses and access to the RFL coaching hub.

## Appreciate being recognised for what you do?

Our reward and recognition programme allows you to showcase your hard work and commitment to the organisation



## Want future proof financial security?

Gain automatic access to the NHS pension scheme and benefit from one of the most comprehensive and generous schemes in the UK.

## Value time off?

New starters get 27 days annual leave, rising to 33 days over time, plus an extra 8 days paid leave for bank holidays. You can also buy up to three days additional annual leave (through salary sacrifice).



# JOB DESCRIPTION

<b>Job Title:</b>	Healthcare Assistant / Nursing Assistant
<b>Salary Band:</b>	Band 2
<b>Responsible to:</b>	Registered Nurse
<b>Accountable to:</b>	Ward Sister / Charge Nurse
<b>Hours per week:</b>	37.5
<b>Manages:</b>	N/A (directly and indirectly)

## JOB SUMMARY

- As a member of the multidisciplinary team the post holder will contribute to the delivery of patients' individual care under the direction and supervision of a registered nurse.
- Perform a full range of manual and clerical duties.
- Supports registered nurses in the provision of a safe and caring environment.
- To practice in accordance with Trust standards and statutory requirements and operate within the boundaries of the role and assessed competencies.
- The HCSW can develop within the role and undertake further training and development.
- To act as a role model for student nurses and colleagues.

## MAIN DUTIES AND RESPONSIBILITIES

### World Class Care Values

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

- **welcome** all of the time
- confident because we are clearly **communicating**
- **repected** and cared for
- **reassured** that they are always in safe hands

## 1. Clinical responsibilities

<b>1.1</b>	Maintain a professional behaviour at all times and promote a positive image of Royal Free London NHS Foundation Trust at all times, in line with World Class Care values.
<b>1.2</b>	To assist the staff in the delivery of direct patient care.
<b>1.3</b>	To assist the nursing staff in maintaining patients well-being and dignity in a safe environment and in maintaining patient confidentiality and privacy.
<b>1.4</b>	To understand and adhere to all relevant trust policies and procedures.
<b>1.5</b>	To be polite and professional at all times.
<b>1.6</b>	Recognise the importance of working within the team and supporting colleagues.
<b>1.7</b>	To be courteous and professional at all times when dealing with patients, relatives, colleagues, when answering the telephone and when dealing with members of the multidisciplinary team (MDT).
<b>1.8</b>	Report any concerns regarding patient's well-being or safety to the nurse in charge.
<b>1.9</b>	It is the responsibility of any member of staff who becomes aware of either a clinical or non-clinical incident to escalate immediately to the registered nurse.
<b>1.10</b>	To understand the principles of the Friends and Family Test/Expedia patient feedback and how it is used to improve and maintain an excellent patient experience.
<b>1.11</b>	Assist nursing staff with ward preparation for admission and to ensure the bay areas are appropriately cleaned on patient discharge or transfer.
<b>1.12</b>	Assist in orientating patients and visitors to the ward environment.
<b>1.13</b>	Deliver and collect items from other departments as necessary.
<b>1.14</b>	Help to keep all areas of the ward environment clean and tidy.
<b>1.15</b>	Ensure compliance with all aspects of Infection Control, Isolation and Food Hygiene policies.

**2. Responsibility for patients**

2.1	To understand and support safeguarding principles for patients and escalate any concerns to the registered nurse.
2.2	At all times to respect patients' privacy and dignity.
2.3	To communicate in an appropriate manner with patients and relatives at all times.
2.4	Assist with all aspects of patients' dietary needs as required.
2.5	Assist with all aspects of patients' hygiene and personal needs as required.
2.6	Assist the nursing staff with moving and repositioning of patients within the Trust's Manual Handling Guidelines as required.
2.7	Assist patients with mobilising as required.
2.8	Monitor and record patient's observations; blood pressure, pulse, temperature, blood glucose monitoring and routine urine tests
2.9	To measure and document patients' height, weight and BMI.

**3. Responsibility for policy and service development**

3.1	Answering the telephone and relaying messages to the appropriate member of staff.
3.2	Ensuring the safekeeping of patient's property in accordance with Trust Policy

**4. Responsibility for financial and physical resources**

4.1	To keep the general environment clean and tidy, being alert to possible sources of cross-infection, maintaining safe and clear walkways and bed areas, ensuring fire exits remain clear and equipment and supplies are stored correctly.
4.2	Assist with restocking ward supply levels and report when stock levels are low.
4.3	Assist nursing staff in ensuring all equipment is stored correctly and is in working order.
4.4	To help with cleaning and maintenance of equipment, reporting any damaged or faulty equipment to the nurse in charge.

**5. Responsibility for leading and managing**

5.1	Working with the staff in facilitating patients' admission and discharges.
5.2	Identifying any issues with documentation and bringing it to the attention of the nurses.

**6. Responsibility for information resources**

6.1	Maintain patient confidentiality at all times.
6.2	To assist the nurses in keeping the medical records of patients safe and confidential.
6.3	Undertake delegated clerical duties including filing, finding notes and administrative tasks, adhering to the Data Protection Act.
6.4	To undertake the required training and demonstrate competence when using the Electronic Patient Record System (EPR)

## 7. Education and development

7.1	Attend general trust induction.
7.2	Attend corporate nursing and midwifery induction.
7.3	Through the appraisal system, ensures own training needs are identified and mandatory training is kept up to date in conjunction with the ward manager.
7.4	Attend staff meetings, including team briefings and reads information as required.
7.5	To undertake staff development review with the appropriate supervisor.

## GENERAL RESPONSIBILITIES

### Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

## Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

## Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

## Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

## Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job



applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

### Vulnerable Groups

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).
- To demonstrate an understanding of and adhere to the trust's child protection policies.

### Smoke Free





The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

### Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However, the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder.

## PERSON SPECIFICATION

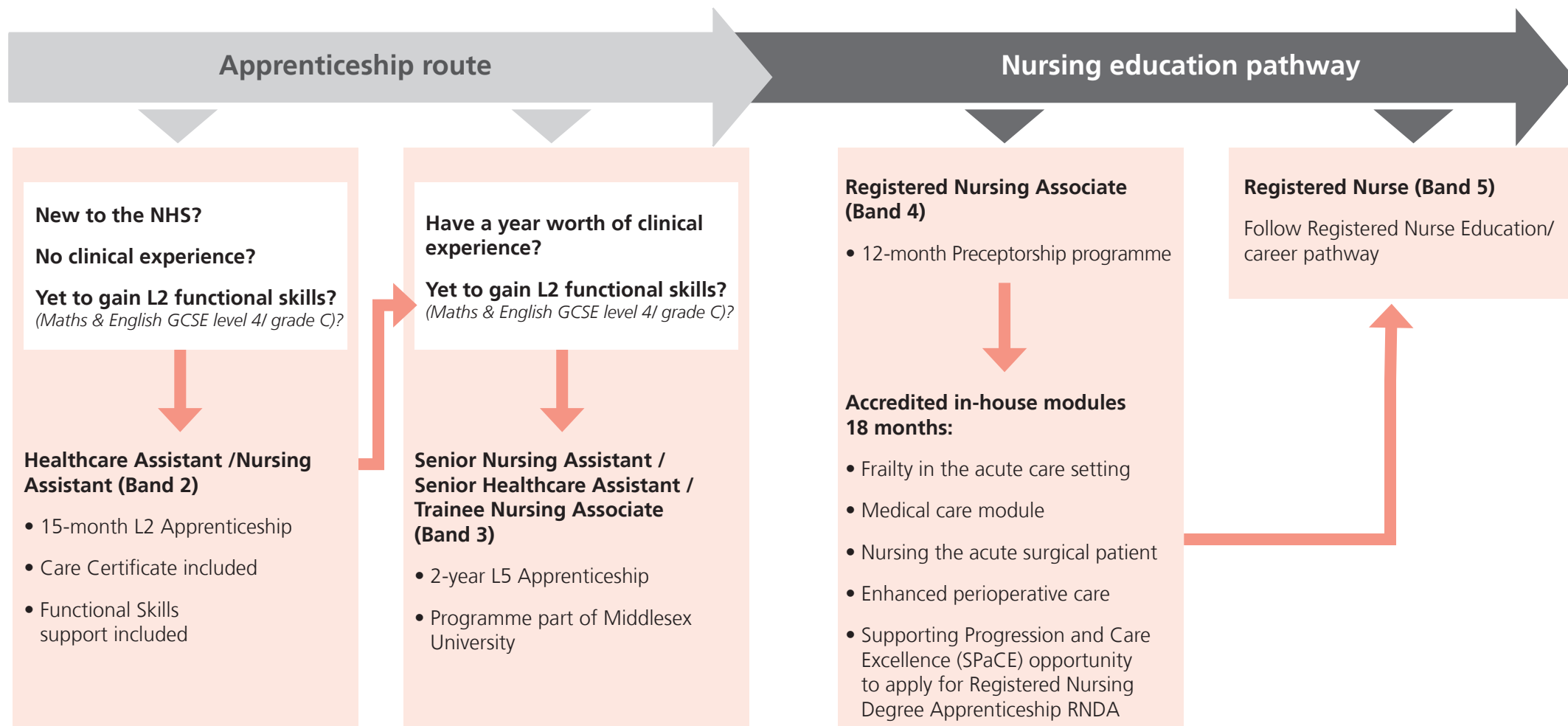
<b>Royal Free World Class Values</b>	<ul style="list-style-type: none"> <li>• Demonstrable ability to meet the Trust Values  <b>positively</b>  <b>welcoming</b>  <b>actively</b>  <b>respectful</b>  <b>clearly</b>  <b>communicating</b>  <b>visibly</b>  <b>reassuring</b> </li> </ul>	<b>E</b>	<b>I</b>
<b>Education &amp; professional Qualifications</b>	• Level 2 HCSW apprenticeship/ QCF Diploma in Clinical Health/ or equivalent	<b>D</b>	<b>A</b>
	• Knowledge of personal care and related procedures	<b>E</b>	<b>A/I</b>
	• Demonstrable literacy and numeracy skills at level 1/GCSE grade 1-3(D-G)	<b>E</b>	<b>A/I</b>
	• ICT skills	<b>D</b>	<b>A/I</b>
	• Able to complete the Care Certificate Programme within the first 6 months	<b>E</b>	<b>A/I</b>
<b>Experience</b>	• Interest or experience within a carer role/ setting	<b>E</b>	<b>A/I</b>
	• Previous experience of teamwork	<b>E</b>	<b>A/I</b>
	• Previous experience of customer care	<b>D</b>	<b>A/I</b>
<b>Skills and aptitudes</b>	• Ability to provide individualised care and empathy	<b>E</b>	<b>A/I</b>
	• Good organisational skills	<b>E</b>	<b>A/I</b>
	• Able to communicate effectively with patients, relatives and multi-disciplinary team	<b>E</b>	<b>A/I</b>
	• Ability to work in a team	<b>E</b>	<b>A/I</b>
	• Able to demonstrate an awareness of the importance of confidentiality / privacy and dignity	<b>E</b>	<b>A/I</b>
	• Can explain the principles of infection control	<b>E</b>	<b>A/I</b>
	• Willing to develop own knowledge and practice	<b>E</b>	<b>A/I</b>
	• Has a caring, compassionate and professional nature	<b>E</b>	<b>A/I</b>
<b>Personal Qualities &amp; attributes</b>	• Demonstrates self-motivation and common sense	<b>E</b>	<b>A/I</b>
	• Diplomatic and calm	<b>E</b>	<b>A/I</b>
	• Ability to work as a team and form professional relationships with colleagues	<b>E</b>	<b>A/I</b>
	• Flexibility in shift and working patterns to meet the	<b>E</b>	<b>A/I</b>
		<b>E</b>	<b>A/I</b>

**KEY** Essential (**E**) Desirable (**D**)  
 Assessed through: App Form (**A**) Interview (**I**) Test (**T**)



# HEALTHCARE ASSISTANT CAREER PATH

This healthcare assistant (HCA) journey can develop to a nursing role. There are three typical routes into nursing, one of which is via the university degree route and the other two of which are apprenticeships that the Trust can support you in whilst working as a HCA in the organisation



## WHAT'S IT LIKE TO WORK AS BAND 2 HCA AT RFL?

Some of our healthcare assistants (HCAs) share their journey to coming to be in role, what the job entails, why they love it, and what to consider if you're thinking of applying...

### A day in the life of a band 2 healthcare assistant\*

- Start the shift by going to the nurse in charge to organise the shift and take the handover from the night staff / day staff. This is also an opportunity to introduce yourself to the patients and make them feel comfortable.
- Begin the regular observations - this includes taking sugar levels, checking blood pressure, and recording it on the electronic patient record system.
- Serve lunch / dinner / breakfast - including feeding and chatting to patients (and their families if visiting). Some patients also need assistance when washing and going to the toilet.
- Continue to provide observations or responding to doctors / nurses' requests depending on what is needed that day. Tasks could include taking bloods, performing cannulation - with the support of nurses if needed.
- Ending the shift by checking all patients are comfortable and raising any issues to the nurse in charge. 15 minutes before the end of the shift is an opportunity to say goodbye to the patients.

\*this is a typical day and specific tasks and duties may vary depending on the department / service needs

Akbar Rahman works as a band 2 healthcare assistant in 8 East respiratory ward Royal Free Hospital (RFH), where he has been working for just under two years.



### I thought about becoming a healthcare assistant

when I had been made redundant and my wife suggested that I work in a hospital – she said I make people feel better and always make them laugh! At first, I thought it was a crazy decision, but now I **am thankful every day that I made this choice as my life has changed since working here.**

**The best part of my job** is seeing a patient go from being poorly at beginning of the week to feeling better by the end, and when patients tell me that I have made them feel better. When a patient writes to my manager with positive feedback, it makes me feel so fulfilled and my family so proud. **I was recently awarded employee of the month which has made me feel rewarded and blessed - and I take that blessing back home.**

**I overcome challenges by** clearly explaining situations to patients. Sometimes it's difficult to look after a patient who is confused or in distress, but **I always remind myself that it's about giving each patient space, which in turn builds trust.**

**The most important healthcare support worker attribute** is that **your work must come from your heart.** You must be caring and compassionate and be happy to adapt to the different needs of each patient.

**Work-life balance** is important to me as my family is so important. **I felt that I needed to spend more time with my wife and children, so I spoke to the matrons about adjusting my shifts,** and I now work Monday to Friday 10am-6pm, which meets the needs of the service and allows me to get to know the patients over the week.

**Training and development opportunities** are available for me, but I'm happy in my current role. I love the hands-on aspects of it, and I'm good at what I do. I'm also delighted to have recently become a buddy for new healthcare assistants.

**My advice to prospective applicants** would be to go for it – it's **the most rewarding and fulfilling role that you will get so much satisfaction from.**

**Fabio Gouveia Fernandes is a band 2 healthcare assistant on maple and quince wards (medical short stay units) at Barnet Hospital, where he has been working since 2021.**

**I came to be in this role** having previously worked as a care worker in a nursing home, which was predominantly end-of-life care. It has always been important to me to make a difference to the life of the patient, but I started to have an interest in medication and procedures, so felt that working in a hospital would be better suited. **My current role allows me to be so involved, and there are so many opportunities to improve my skills.**

**In a typical day:** I begin by speaking to the nurse in charge to organise the shift and taking the handover from the night staff / day staff. During shifts, I help with medication, feeding and washing patients, toileting and chatting to patients (and their families if visiting)! I also take bloods, perform canulation - with the support of nurses if needs be.

**The best thing about working at RFL** is the support that my manager and colleagues gives me. I have become a father in the last year and I have needed to be able to care for my family. **My manager has helped me with my roster (shift allocation), and I have flexible hours.** I am from Madeira Island in Portugal, so I am grateful to a lot of colleagues who have supported me with my English as well.

**The challenges** often arise when I'm multitasking, and we don't have a full team - but we overcome challenges together. I'm very relaxed person and I don't get easily frustrated, so I normally get allocated to an area where I can bring relaxation to patients when its particularly busy. Bringing a relaxed energy to patients that are not well is essential if they are in hospital for a while. **If I ever feel stressed or overwhelmed, I make sure I take time out to have a break and freshen up, then I return to my shift more relaxed.**



**The main attributes of a healthcare support worker** are being respectful and having an ability to listen. **You need to respect patients and gain their respect and trust.** This allows you to understand why they have a particular reaction, which can be for many reasons – its sometimes helpful to explain to a patient that you are somebody with feelings, and they come to understand.

**Work-life balance is important to me** as it means life is less stressful – I'm not having to think about where I will leave my children tomorrow. **I have made use of the nursery at Barnet Hospital, which is really good value (half the price of other nurseries)** and means I can leave my baby from 7am-4pm whilst I'm at work and allows me to have the family time I need when I'm not working.

**I am thinking about** progressing into physiotherapy, but I change my mind a lot! **There's lots of opportunities for development at RFL** so let's see what happens!

**If you are thinking of applying to become a healthcare assistant,** you should know that **no day is the same and it's not always easy** (some days are calm, and some are very busy) – but you can make a difference.

# ABOUT THE ROYAL FREE LONDON NHS FOUNDATION TRUST

## Our story so far


**1828**

The Royal Free founded by William Marsden where "poverty and sickness are the only passports"


**1832**

The title 'Royal' granted after the Royal Free was the only hospital to stay open in the cholera epidemic


**1887**

The Royal Free the first hospital in London to accept women to train to be doctors


**2012**

The Royal Free authorised as the Royal Free London NHS Foundation Trust


**2017**

The Royal Free London Group structure is launched


**2018**

The new Chase Farm Hospital opens

**2014**

The Royal Free London acquires Barnet and Chase Farm Hospitals; the Royal Free leads the UK domestic response to the Ebola epidemic


**2020**

The Royal Free London is one of the first trusts to receive patients during the COVID-19 pandemic and plays a leading role in the NHS response



Employ more than  
**10,000** staff  
from **120**  
different countries

Three  
main hospitals



Serve a population of  
**1.6 million** people



**70 sites**  
in north London  
and Hertfordshire



Treat **one  
million**  
patients  
every year



World class expertise;  
local care



2020/21: **132**  
research  
studies involving  
**13,000** recruits



Deliver planned surgery to  
**40,000** patients a year



**300** kidney and liver  
transplants per year



**9,000+**  
babies  
delivered  
per year



Our labs perform  
over **17 million**  
tests per year



# HOW TO APPLY: TOP TIPS AND WHAT TO EXPECT

## TOP TIPS FOR YOUR APPLICATION

- Speak to the recruitment contact to find out more about the role
- When writing your supporting statement, make sure you give examples of how you meet the person specification
- Make sure you proof read your application before submitting it, and that all sections are answered
- Consider how you meet the RFL values and showcase this in your answers

### Things to consider:

- Are you prepared to work some longer day or night shifts as part of our four-shift system? Shifts may include (please note these could vary):
  - long day and long night (12 hour shifts)
  - twilight shift (22:00 – 6:00)
  - early shifts (7:30 – 15:30)
  - late shifts (10:00 – 18:00)
- Would you feel comfortable supporting with some difficult patient care, be rushed off your feet and deliver some very direct personal care too?
- Are you happy to help patients with their day-to-day needs such as personal care, observations, mealtimes, toileting and mobility - as well as performing medical checks such as taking temperatures, pulse and respiration?

### When you start – your induction will include:

- 2 weeks supernumerary - so that you have the space and time to learn
- a local induction - so you can become familiar with your department and team
- mandatory training - essential and compulsory training for the safe and efficient delivery of services and patient care
- a corporate induction - covering key information such as the RFL aims and objectives, policies, procedures and health and safety
- a nursing and midwifery induction - bespoke induction to the wider nursing and midwifery team
- being provided with a buddy - so you have somebody in the same / similar role supporting you whilst you settle
- role specific competencies and training - to ensure that you are equipped with the specific knowledge and skills needed to excel in your role





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