

**Pendleside
Hospice**

Care
Compassion
Support



**Assistant Practitioner
Health, Wellbeing &
Rehabilitation
Fixed Term – 12 Months**



Employer of the Year - 2022

ASSISTANT PRACTITIONER
FULL TIME (37.5 hours per week)
£26,520 per annum

Thank you for your interest in the post of Assistant Practitioner at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. In the last financial year, it cost almost £4 million to run Pendleside Hospice of which over £3 million was raised through voluntary donations.

Due to Maternity Leave, we have an exciting opportunity for an Assistant Practitioner to join us working as part of a multidisciplinary team. You will be able to demonstrate clinical excellence and maintain consistently high standards of individualised care, compassion and bereavement support. Our aim is to make living with dying better for patients and their families and as an Assistant Practitioner, you will be there for people in their time of need. If you are enthusiastic and have a passion for palliative care, you may be the person we are looking for.

This 37.5 hours/week 12 Month Fixed Term position will work flexibly as part of Pendleside's rehabilitation team, across Days Services, 10 bedded In-patient unit as well as in the community, therefore flexibility will be essential to apply your skills within a variety of clinical settings. Positive and enthusiastic, you will have the communication and interpersonal skills that enable you to thrive in a friendly working environment.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose a long term career with us.

This appointment is a crucial one for Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you. So if you wish to know more, we warmly welcome you to arrange an informal visit to the Hospice. You can do that by emailing julia.oneill@pendleside.org.uk or phoning 01282 440125.

Thank you,

Julia O'Neill
Health, Wellbeing and Rehabilitation Manager

Recruitment Pack: Assistant Practitioner May 2024

ABOUT US

OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively

- **Sustainability:** services are sustainable in the changing external environment

OUR VALUES:

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

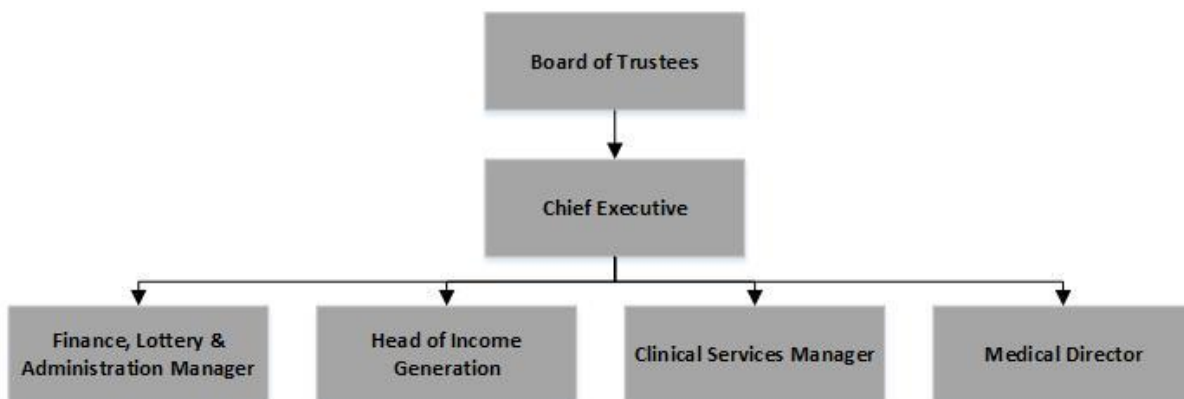
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 1500 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10 bedded inpatient unit for the short term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale. The unit is supported by a multi-disciplinary team and holds daily medical handovers, weekly discharge planning and MDT meetings. The unit accepts planned weekday admissions and crisis admissions 7 days per week. In 20/21, the IPU admitted 197 patients of which 80% had a cancer diagnosis. The medical team is currently supported by Consultants in

Palliative Medicine employed by East Lancashire Hospitals Trust and the following employed staff in addition to the Medical Director role:

- Hospice Physician 1.9 WTE
 - Advanced Nurse Practitioner 1.4 WTE
 - On call Hospice Physician (GP working 1 in 10 weekends)
 - GP Trainee (6 month rotation)
 - FY1/2 (4 month rotation)
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- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 100 patients and approx. 550 referrals per year. The team consists of specially trained Registered and Auxiliary Nurses who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's PPC is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.
 - **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
 - **Family Support** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
 - **Consultant led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

JOB DESCRIPTION

MAIN RESPONSIBILITIES:

- To work as part of a team providing high quality care to people with palliative care needs, their families and carers in their own homes.
- To have the knowledge, skills and competence to work as an Assistant Practitioner, working within agreed protocols and clearly defined lines of accountability

CORE TASKS

Clinical

- Complete and maintain the department's delivery of clinical care and associated activities in line with appropriate standards and guidelines
- Within the remit of your role contribute to the planning, completion and evaluation of holistic assessments and goal setting on patients referred and ensure appropriate care and action plans based on their needs are clearly recorded and documented on EMIS (patient electronic system)
- Promote evidenced based practice in order to maximise the patient's quality of life.
- Participate in the daily handover and referral meetings
- Attend Case Conferences, MDTs and other meetings ensuring delivery of a coordinated service and the maintenance of good working relationships.
- Participate in ensuring all staff and volunteers adhere to full infection control policies, procedures and measures
- Facilitate informed consent that enables patient choice regarding their care, treatment and needs
- Manage patient throughput and maximise availability to facilitate equitable access to services
- To ensure that patient documentation is completed accurately and fully in line with the Hospice guidance on documentation.

Management and Leadership

- Work closely with the team and all relevant professionals in ensuring that continued deliverance of high levels of service and care at all times is maintained.
- To foster and maintain effective communication within their own team, across all departments and with external stakeholders.
- To ensure service sustainability through facilitating integrated team working across clinical departments
- Accountable for the cleanliness of the unit, liaising with and where necessary directing the domestic team to minimise hospice acquired infections
- Set high standards of quality and performance and raise the level of expectations.
- Accept accountability for own actions and areas of responsibility
- Involve others in decision making and work within the boundaries of your qualifications

Communication Skills

- Foster good working relationships and effectively communicate with members of the multidisciplinary team, users of the service and other healthcare professionals working externally
- Give clear, concise reports on patients' progress and concerns to the multidisciplinary team and facilitate others to do so
- Communicate information to distressed and/or bereaved people in a sensitive manner
- Manage situations where people are distressed or angry in an effective, safe manner
- Have excellent telephone communication skills, taking calls from patients, carers and Professionals in the community managing their concerns effectively and sensitively
- Manage complaints in a sensitive manner ensuring that the Hospice policy and procedure is adhered to
- Ensure accurate and contemporaneous documentation of patient care both personally and by other members of the team inputting into the patient electronic system
- Identify problems in communication both within the Hospice and in dealings with external agencies, reporting these promptly
- Advocate for patients and other service users ensuring their views are known to the team including in the case of advance care planning and occasions where offered care is declined
- Be able to communicate effectively with people exhibiting challenging behaviours, ensuring they are respected but expectations are made as clear as possible
- Work in accordance with Hospice policies to ensure that confidentiality is maintained at all times.

Personal and People Development

- Accept responsibility to maintain and update own clinical skills to deliver high quality palliative care
- Share knowledge and experience with other staff to improve and enhance patients' care. Encourage other staff to share good practice and knowledge
- Identify poor practice / attitudes and take a proactive approach to resolution
- Assist with the induction and training of new colleagues and students on placement
- Attend and complete organisational Mandatory Training as required.

Quality and Service Improvement

- Encourage prompt reporting of adverse incidents, accidents, near misses, and errors
- Maintain a working knowledge of safeguarding (children and adults)
- Ensure medicines and medical equipment are managed in accordance with Hospice policies, procedures and protocols
- Participate in the development and maintenance of Quality Assurance evidencing practice is safe, effective, responsive, well led and caring

Health, Safety and Security

- Identify risks as they arise, and carry out risk assessments, taking immediate remedial action as required and updating risk assessments regularly, with the support of appropriate Health care colleagues.
- Recognise risk as covering all aspects of the Hospice, including patient welfare and care, facilities and estate and finances.
- Be familiar with and support implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty safeguards.
- Help to promote an environment that supports infection prevention and control policies and procedures

Governance

- Ensure the effective utilisation of the Hospice's computer based patient record system
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety, prevention and control infection and medicines management

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> • Experience of working with adults • Experience of working with patients within a Healthcare setting • Ability to relate experience to a Hospice and community setting • Understanding of the role of the Assistant Practitioner 	<ul style="list-style-type: none"> • Experience of working in a palliative care setting • Experience of working with patients with end of life and/or palliative care needs 	<ul style="list-style-type: none"> • Application form • Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • Assistant Practitioner Qualification. • Evidence of recent appropriate study/development and application in the work environment • Commitment to on-going training and personal development 	<ul style="list-style-type: none"> • Palliative and/or end of life care training 	<ul style="list-style-type: none"> • Application form • Certificates • Portfolio
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> • Understanding and sensitivity to the needs of patients with a life-limiting illness • Ability to work effectively with other agencies and professionals • Good communication, record keeping and organisational skills • Ability to undertake a range of patient observations and procedures • Full UK driving licence and use of own vehicle • Computer literacy 	<ul style="list-style-type: none"> • Communication skills training • Full UK driving licence and use of own vehicle 	<ul style="list-style-type: none"> • Application form • Interview
Disposition / attitude / adjustment	<ul style="list-style-type: none"> • Evidence of an ability to work independently without direct supervision and as part of a team • Ability to relate positively to colleagues 		<ul style="list-style-type: none"> • Application form • Interview

	<p>and members of the MDT</p> <ul style="list-style-type: none"> • Demonstrate an understanding of confidentiality and information governance • Commitment to develop the role of the Assistant Practitioner role • Motivated and positive, a “can do” attitude to change and flexible working practices 		
Health & Physical	<ul style="list-style-type: none"> • Good attendance record • Ability to move and handle people and equipment 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Work in the Hospice as well as the community in patients own homes • Work flexibly according to the needs of the service 		<ul style="list-style-type: none"> • Application form • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to promote and implement equal opportunities 		<ul style="list-style-type: none"> • Interview

MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays)

DBS: appointment is subject to an enhanced disclosure and barring check

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Vaccinations: Appropriate to job role

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a meal time and drinks

Notice period: 1 month

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme, the Hospice will match contribute up to 5% of an employee's salary into the pension scheme.

Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

HOW TO APPLY

If you are interested in this position, please complete and submit the on line application form either via the NHS Jobs website <https://www.jobs.nhs.uk/> or on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.