

Housekeepers

help ward sisters to run hospital wards by ensuring that they are clean, safe and conducive to patient care.

Housekeepers co-ordinate a range of ward services, including cleaning, catering, maintaining the environment and equipment, and possibly also the clerical, transport and linen services. They work closely with the trust's support service departments to ensure that national standards are met in key areas such as hygiene, catering, maintenance, receiving visitors and handling complaints.

Case Study

Janet Waterfield is a Senior Housekeeper at Northampton General Hospital NHS Trust

'My first task when I arrive in the morning is to make sure that all the staff are okay and have everything they need. Once they have gone to their wards to start work, I make the rounds of the wards to check with the senior nurse whether any problems have arisen, and whether they are happy with everything. On a Monday, my busiest day, I have to make sure that each ward has staff cover for the rest of the week. Each ward in the hospital has a domestic so this can be quite a big job. I have to sort out cover for absent nurses for the rest of the week and deliver the relevant admin to all involved. After lunch I go round the wards again to make sure that all the patients have had their lunch and that they enjoyed it. Making sure that patients have the right food is a very important part of the job. Another important part is making sure that the wards are clean, so whilst I am doing my visits I also check that toilets, bathrooms and clinical waste bags have been cleaned and emptied, and that the main ward is also clean. This must all be done to the highest standard if the patient is to be happy during their stay.

Finally, I check with nursing staff that they are satisfied with the ward, as it is really important that we work with nursing staff to make sure that the patients are happy.'

To apply

Contact your local NHS trust and look for vacancies in local and specialist press.

Entry Requirements:

There are no national minimum entry requirements, but you will need a good general standard of education together with some experience of hotel and catering services, ideally but not necessarily within healthcare.

Vocational pathways: AVCE hospitality and catering, GNVQ intermediate in health and social care.

Work experience in hospital or hospitality environment is important.



Housekeepers

