

A&E Assistant Employment Pathway

Portsmouth

Nathan has a diagnosis of Cerebral Palsy and global development delay.

This affects Nathan's speech and language, and that impacts his confidence and self-esteem. If he is nervous, it really impacts his speech; and when put into an unfamiliar situation, his ability to communicate decreases.

When Nathan joined the programme, he had no confidence in his abilities to do things on his own. He at first relied on his mentor to find this way around the hospital as the new environment was overwhelming.



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At first Nathan identified that he wanted to work behind the scenes and in the post room. This way of gradually introducing him to the hospital environment meant that he had time to increase his confidence to move to somewhere busier at his own pace.

When Nathan felt ready, he asked to move to a ward. There, he assisted patients coming into the department and going to the pharmacy, he helped with the transfer of patients, supported people into ambulances, and chatted with people waiting in the discharge room.

Nathan's work on the department was so valuable that when a position for Ward Assistant in the Emergency Department became available, staff encouraged Nathan to apply. Nathan was given reasonable interview adjustments such as bringing in notes he had made to assist him to answer questions, he had support during the interview from his college mentor to alleviate any anxiety, and a member of staff he worked with regularly on placement was part of the panel. Nathan scored highly at interview, and secured a part time position on the ward.

Job carving has benefited not only Nathan, but the other members of the team – Nathan focuses on stock replenishment and cleanliness. This enables other members of the team to focus on the patient facing elements of the role and department. Nathan is also very often called upon to go to different departments to collect things, freeing up other team members leaving the department due to time restraints – which, in our busy NHS, is extremely valuable.

Some reasonable adjustments have been put in place in order for him to carry out his role; Nathan loves the late shift and tends to be rostered on the lates by choice. This works with in the department and for other members of the team. Nathan is also provided with a private space and exact timing for his break, as Nathan takes regular medication with time restrictions and has to administer his food through a PEG.

Nathan: "I was really excited for this opportunity. I like to talk to the patients and make sure they are ok. I was over the moon to get a job because I have been in hospital many times because I was very poorly and I wanted to give something back."

Nathan's mentor Maria Sabadera, who is the Unit Manager for the Discharge Unit and Clinical Site Manager in the Operations Centre, added: "I enjoyed every single day Nathan came to the Discharge Unit with all his smiles to everyone.

"Patients love him and what I enjoyed is when we developed and supported his skills so he will be ready for his job."