

Job Title:	Staff Nurse – Community Transfer of Care Hub
Reports to (job title):	Team Sister - Community Transfer of Care Hub
Line Manager to:	Healthcare Assistants – Community Transfer of Care Hub

## Job purpose

The Community Transfer of Care Hub (CTCH) manage all referrals into the Discharge to Assess Pathways across Dartford, Gravesend and Swanley

Following a hospital stay, HCRG Care Group advocate for all people being discharged is 'Home First, for some service users who have complex needs or need a period of further assessment this is not practicable, and they transfer to an assessment bed which is generally in a care home.

The Team is small and friendly based at Gravesham Community Hospital within walking distance from the train station and a two-minute walk from the High Street where there are various High Street shops, places to eat and supermarkets. This is an exciting time to join the newly set up Transfer of Care Hub as we work together to improve our discharge services over all pathways for the residents of Dartford Gravesend and Swanley.

The post holder will be expected to assist with discharge planning across acute hospital services and liaising with various key stake holders. As part of the Community Transfer of Care Hub you will work alongside integrated discharge nurses, therapists, rehabilitation and healthcare assistants and an administrator, who are key in supporting assessment and discharge planning of patients with complex needs ensuring the team provides a high quality, effective specialist service to patients and their families and carers. To deliver nursing care or therapy intervention in accordance with national and local policy and guidance, and in accordance with the Nursing and Midwifery Council or Health and Care Professions Council.

## Base

The service is based at Gravesham Community Hospital, however there will be the expectation that the post holder will attend the local acute hospital to provide in-reach support, and associated sites within HCRG Care Group and across partnering organisations as required to meet the needs of the service. There will also be the requirement to visit patient homes and care homes to undertake face to face assessment of patients' needs and requirements.

The key responsibilities list below is to outline the main responsibilities; however, this may be subject to change and will vary within the given role. We ask all employees to be flexible in their role and to always ensure we are delivering a safe, patient centred and effective service.

## Key responsibilities

- Undertake patient care needs assessment to identify on-going support required for a safe acute hospital discharge and sourcing of appropriate care provision in the correct setting to meet these needs.
- Ensure sourced care provision is implemented from the point of hospital discharge.
- Communicate effectively with patients, carers and all partner organisations as required.
- Prioritise daily work in line with clinical/patient need.
- Maintain accurate, up to date and legible patient records in line with professional and organisational requirements this includes electronic patient record system and shared data systems.
- Implements and works to ensure evidence-based care/best practice.
- Actively participates and contributes to team meetings and daily handover.
- Initiates health promotion activities with individuals, patients, and carers.
- Actively involved in development and service improvement initiatives.
- In-reach assistance to the acute hospitals to provide expertise in community services to improve discharge and flow for pathways 1, 2 and 3.
- Participates in clinical audit and the implementation of changes to ways of working/clinical practice as a result of findings, recommendations, and action plans.
- Participates in risk assessment and promotes the safety and well-being of patients, staff and any other persons at all times and assist in ensuring a safe work environment.
- Ensure that all complaints, untoward incidents, accidents, and areas of clinical risk are identified and reported to the Team Sister in accordance with the organisations policies.
- Keeps up to date with professional requirements, health care developments, clinical evidence, national service frameworks for practice, national and local policy and guidelines.
- Responsible for completing all mandatory training within the required timeframes.
- Attend and participates in regular clinical supervision and peer review.
- Participate in annual appraisal and undertake own continuing professional development in order to maintain and develop knowledge and skills.
- Attend regular 1-1 meetings with Team Sister.
- Undertake mentorship training, facilitate the teaching and learning experiences for all students and colleagues.
- Accountable for own professional actions in-line with the NMC code, organisational policy and guidelines.
- Responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained.
- Responsible for liaising with external agencies to expedite Transfer of Care Packages and Nursing Home/residential Home placements.
- Support the team in any matters regarding costing enquiries, post sourcing a package of care.
- To ensure funding tracker is kept up to date and is accurate at all times if required.
- To have a good level of knowledge and understanding of discharge and funding pathways.

## Patient Care Responsibilities

- To participate in the assessment, planning, implementation, and evaluation of nursing care standards.
- Participate in the provision and monitoring of skilled nursing care or therapy care, to patients using a systematic approach to enable the effective measurement of health gains/outcomes.
- To understand and be able to talk to technical aspects of nursing or therapy care e.g., aseptic technique, syringe drivers, catheterisation, IV fluids, moving and handling assessment skills. This is to aid decision making about the requirements for patients.
- Demonstrate and encourage an understanding of positive health and to promote the health and wellbeing of the patient and their Carers.
- Support and encourage others in assisting patients towards independence and activity as part of the multidisciplinary team.
- Always ensure promotion of patients' privacy and dignity.
- Act as a mentor, teacher and assessor for Healthcare Assistants and students, providing professional advice and support and to act as a role model to them.
- Participate in clinical supervision.
- Promote and participate in quality initiatives, particularly with regard to clinical governance and policies and procedures.
- Work within the NMC or HCPC Code of Practice.

## Communication/Relationship Skills

- Facilitate and ensure effective communication within the wider CTCH team and community nursing teams.
- Proactively involve and communicate with patients and Carers.
- Report and act upon any changes in the patient's condition and situation as appropriate.
- Support and proactively manage the timely discharge of patients into the community, ensuring that discharge plans are communicated to the wider multi-disciplinary team/other agencies. To support and ensure that others do the same.
- Support the patient and carer by allowing them to express their anxieties and concerns.
- Address clinical and staffing issues/concerns and keep the Team Sister/Head of Integrated Discharge Services informed.
- Deal with (report) sensitive/difficult information and convey it in an appropriate manner.
- Ensure that colleagues comply with the organisational confidentiality policy.
- Use a range of communication techniques to aid effective communication with patients and their carers/families where there may be significant barriers to communication.
- Responsible for providing accurate handover of information regarding patient care plans and progress between shifts.
- Attend team meetings and ensure the flow of information both up and down the organisation.

## Analytical/Judgemental Skills

- Provide assistance with the resolution of complaints.
- Work effectively across all agencies for the maximum effectiveness of care.
- Be aware of, and act upon or report, when necessary, procedures that are in place to protect vulnerable individuals.
- Support implementation of the organisation's clinical governance strategy within your practice area, facilitating and supporting clinical audit and monitoring of care.
- Participate and assist in implementing the organisations risk management strategy within practice area, ensuring that all processes are adhered to.
- Support the team in the co-ordination and monitoring of person-centred care, using clinical decision making skills as appropriate, sharing and reporting any concerns.
- Promote and initiate innovations and change related to improvement of clinical services.
- Assist with monitoring the workload in relation to staff availability. To ensure appropriate numbers and skill mix of staff are achieved for a shift in the absence of Team Sisters.
- Comply with the Health and Safety Policy in accordance with the agreed procedure and policies. To report any accidents, incidents, near misses, hazards or serious untoward incidents in accordance with the agreed procedure.
- Work with Team Sister in contribution within the multi-disciplinary team, providing up to date evidence and researched based patient care.

## Human Resources

- Support the Team Sister with the management of the team's performance and patient care.
- Attend in service training, mandatory training and other training programmes as required.
- Participate in the induction of new staff, students, bank, and agency staff.
- Contribute to own personal and performance review and to undertake identified training needs and development.
- Assist with ensuring that a learning environment is created and maintained for pre-registration students, qualified nurses/therapists, and healthcare assistants.

## Policy and Service Improvement and Development

- Comply with, support, and promote all organisational policies, standards, and guidelines and that all staff adhere to them.
- Participate in meetings and conferences as required.
- Report and contribute towards the investigation of accidents and incidents and support the development of strategies for the reduction of risk and promotion of health and safety regulations within the team.
- Assist in the investigation and resolution of complaints and participate in any action resulting action plans as directed by the Team Sister.
- Have a positive attitude to change and have a flexible approach to work.
- Assist with supporting staff through the change process, identify new education/training needs and the consequent effects on patient care.
- To support the team in the absence of the Team Sister as required.

## Quality

- Maintain quality of own work, encouraging others, contributing to improve quality or developing a culture to improve.
- Support achievement and maintenance of the necessary conditions to achieve high standards of professionalism and productive working.
- Continually maintain standards of care and assist the improvement of care.
- Following the investigation of complaints, assist and support in the implementation of action plans to address any learning needs to improve practice for the future.

## Outline of Provisional Job Schedule:

The Community Transfer of Care Hub operates 7 days a week, 365 days a year, within the following hours:

Monday to Friday: 8am to 5pm

Saturday, Sunday, and bank holidays: 9am -5pm

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care Think Do

- |              |             |                   |
|--------------|-------------|-------------------|
| •Inspire     | • Challenge | • Accountability. |
| •Understand  | • Improve   | • Involve.        |
| •Communicate | • Learn     | • Resilience.     |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential

Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment. **Medicines Management Responsibility**

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.



## Personal Specification

### Essential

#### Education, Training & Qualifications

- Registered Nurse (RN) with a current live PIN on NMC register.
- NHS or equivalent health care system experience
- Knowledge of professional nursing/therapy standards.

#### Planning & Organisational Skills

- Supports high clinical standards.
- Strong patient advocate
- Able to make decisions under pressure Able to act autonomously.
- Ability to manage conflict.
- Able to manage own workload and co-ordinate that of others.
- Ability to communicate at every level and effectively and sensitively in difficult situations.
- Ability to motivate staff.

#### Knowledge and Experience

- Ability to communicate effectively both verbally and in writing.
- Able to accurately assess, monitor and document risk.
- Is able to problem solve quickly, accurately and innovatively. • Knowledge of Microsoft packages: outlook, word and excel.
- Understanding of safeguarding.
- Previous experience of working within a community setting, and/or an acute hospital environment.
- Previous experience of team working.

#### Personal Skills & Attributes

- Full driving licence and access to car to travel between patient homes, hospital, care homes and base is essential

## Desirable

- Degree or Diploma in relevant field
- Presentation skills
- Skills and knowledge in nurse led discharge or willingness to learn.
- Experience of working with older adults, including patients who are confused.
- Knowledge and skills in clinical governance
- Knowledge of community hospitals and community services.
- Training in rehabilitation/frailty/dementia/falls/discharge planning/admission avoidance
- Knowledge of Continuing Health Care Framework and Care Act.
- Knowledge and understanding of the MCA 2005



# Job Description

Employee signature

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Manager signature

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