

Job Title:	Community Frailty Advanced Clinical Practitioner
Reports to (job title):	Head of Nursing
Line Manager to:	N/A

Job purpose

As an accredited Advanced Clinical Practitioner (Nurse or AHP) you will take a lead in the advanced assessment, management and treatment of patients in community settings with particular focus on those referred for the 2 hour Urgent Community Response (UCR).

Working as part of a multidisciplinary team and across the primary, secondary, acute and social care interfaces in BaNES, you will be responsible for coordinating the provision of specialist interventions to meet the urgent health care needs of people at risk of hospitalisation or those requiring facilitated timely discharge from emergency departments.

Working alongside BaNES, Swindon, Wiltshire (BSW) Care Coordination Centres, part of the UCR pathway will involve a push and pull model from 111/999 where the post holder is essential in delivering against the 2 hour response time avoiding and reducing conveyances to an acute hospital & utilising Virtual Ward and bedded Community Hospital capacity.

You will support the Virtual Ward model development and be instrumental in its implementation to enable a more intensive level of care and expertise to be provided in the community. Working with acute, primary and secondary care & utilising place based point of care testing and diagnostics, advanced clinical assessment, treatment planning and decision making to support safe, effective and timely expert individualised case management of service users in the community setting .

You will demonstrate responsibility and accountability for the virtual ward clinical caseload and coordinate care across the whole patient/service user pathway

The post holder will provide specialised Frailty expertise to assess & proactively case manage complex patients who are at risk of hospital admission and anticipate their future health needs and develop appropriate plans, in conjunction with the Virtual Ward team to maximise their independence . The virtual ward team will be comprised of but not limited to: community nurses and matrons, General Practitioners & other medical staff as well as AHPs, and Social Care staff.

Base

Working alongside the Care Coordination Centre, you will be based with the integrated community health & care services of Bath & North East Somerset.

Key responsibilities

- Provide high quality innovative and autonomous advanced clinical practice to patients/service users in the community setting in line with national and local UCR and virtual ward models and guidance
- Using advanced clinical practice skills assess holistically the physical and psychological needs of a defined client group.
- Use assessment tools/skills that will ensure an appropriate level of multidisciplinary healthcare intervention so that patients/service users with highly complex needs are referred to the appropriate specialist in a timely manner
- Be proactive in clinical decision making, underpinned by an advanced level of theoretical and practical knowledge and be able to demonstrate improved patient care outcomes
- Foster education as appropriate in order to develop a therapeutic relationship within which highly sensitive distressing health conditions and complex issues are often addressed.
- This includes imparting information regarding diagnosis, prognosis and treatment and referring to other teams as appropriate to promote integrated working and to improve patient outcomes
- Act as an expert resource and assist in teaching advanced clinical skills for other health care professionals. Take part in the process of clinical supervision and participate in the clinical supervision, mentorship and coaching of others
- Offer supportive advice to patients/service users and their carers from diagnosis through all stages of the disease process, in conjunction with other healthcare professionals
- Work in partnership with patient/service users to empower them to make informed choices about their healthcare and pathways of care
- Establish, maintain and effectively manage channels to advanced, highly skilled and effective communication with service users, carers and professionals across health and social care.
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- Empower patients to self-manage their care at appropriate stages and support them to cope with changes in their condition.
- Work with patients and carers to develop and review personalised treatment, care and management plans.
- Provide advice and information to assist individuals to make lifestyle changes and to manage and monitor their frailty and or long-term conditions.
- Act at all times as an advocate for service users,, carers and relatives.
- Ensure that service users are appropriately referred to other practitioners when it is in the best interest of the individual needing action, care or treatment
- Ensure that help or guidance is requested from a suitably qualified and experienced healthcare professional to carry out any action or procedure that is beyond the limits of your competence.
- Work in partnership with Care Coordination, acute hospitals, integrated multidisciplinary community teams, primary care, social care and third sector agencies to ensure seamless continuity and transfer of care for patients between agencies.
- Work in partnership with community nursing and therapy clinicians, community matrons, general practitioners, frailty nurse consultant and acute frailty consultants with specialist skills and knowledge to collectively identify, case manage & meet the needs of people with complex long-term conditions.
- Take all reasonable personal precautions necessary to avoid any potential health risks to colleagues, people receiving care and the public
- Always remain objective and have clear professional boundaries with people in your care, their families and carers.
- Safeguard and promote the welfare of vulnerable adults, children and young people in all areas of work.
- Develop an extensive knowledge of chronic disease processes (incorporating the frailty syndrome) and their management.

- Support virtual for ongoing care as they develop
- Have an awareness of national and local policy that impacts on the health and wellbeing of people who meet the UCR criteria
- Be aware of current evidence, knowledge and developments in reducing mistakes and the effect of them and the impact of human factors and system failures
- Ensure that any information or advice provided is evidence-based and that you maintain the knowledge and skills for safe and effective practice.
- Ensure necessary continued professional development is undertaken and a professional portfolio is maintained as per NMC/HCPC guidance.
- Act as a point of escalation for colleagues within the integrated multidisciplinary community teams.
- Use history taking, assessment and examination techniques to undertake accurate assessments of the health needs of people with frailty (including physical, psychological and social needs).
- Recognise, assess and monitor illness patterns of long-term conditions (including frailty).
- Recognise, diagnose and treat episodes of acute illness, in collaboration with other health and social care professionals.
- Demonstrate a high level of clinical judgement, acting autonomously in patient's homes, primary and secondary care settings with appropriate supervision from senior healthcare professionals.
- Monitor medicines and understand related pharmacology to monitor drug regimes.
- Prescribe medicines and appliances as required as a Non-Medical Prescriber within own scope of practice.
- Work with the Head of Nursing, Head of Care Coordination and Head of Operations to further develop UCR pathways to align with NHS England requirements.
- Support delivery of the Business Unit quality priorities
- Assist to coordinate and evaluate service delivery.
- Lead and develop colleagues working against UCR pathway to support appropriate, efficient and effective care.
- Demonstrate effective clinical and professional leadership, acting as a role model.
- Assist in education, mentorship and supervision of colleagues.
- Work with BI Analytics team to provide activity data as requested
- Actively audit the service and support completion of NHS maturity matrix

- Support a culture of learning and improvement
- Accurately undertake assessments using appropriate validated clinical tools.
- Attend and participate in patient focused multidisciplinary team & case management meetings across the relevant interfaces of community, primary & acute care services.

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
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • 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 2018 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 within 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

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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

- Registered with the NMC or HCPC
- First level nursing or healthcare degree
- Recognised teaching or mentorship qualification
- Independent Non Medical Prescriber qualification
- MSc in Advanced Clinical Practice or Advanced Nurse Practitioner
- HEE Credentialed ACP status, E portfolio completion
- Significant previous experience in elderly care, community services or relevant acute care speciality
- Highly specialised clinical and technical skills in managing a range of clinical conditions
- Proven skills in leading a team
- Proven skills in managing complex patient/service user caseloads
- Experience in carrying out clinical audit and quality improvement projects
- Evidence in challenging clinical practice and leading the development of new pathways of care and delivering best practice
- Excellent written and verbal communication skills
- Ability to confidently work autonomously
- Excellent interpersonal skills and ability to build and maintain relationships across multiple interfaces and with a wide range of professionals, patients, carers and relatives
- Strong judgement and analytical skills, with the ability to interpret complex situations and make appropriate decisions
- Ability to adapt to the demands of a constantly changing environment
- Good IT skills

Desirable

- Experience of working in a community or acute hospital setting as an ACP/ANP
- Knowledge of local and national NHS healthcare agenda
- Participation/awareness of clinical research projects
- Leadership and management experience

Other requirements: Clean driving licence, Car driver, access to a vehicle for daily use

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Employee signature

Manager signature
