

Job Title:	Care Journey Coordinator
Reports to (job title):	Care Coordination Therapy Clinical Lead
Line Manager to:	N/A

Job purpose

This is an exciting new role to provide dedicated resource to support people through their discharge journey from hospital into the community by supporting people back home. This role will form part of HCRG Care Coordination working closely with Royal United Hospital (RUH) discharge and therapy teams for people in Bath and North East Somerset.

The post holder will report to the Care Coordination Therapy Clinical Lead with close links to the wider Care Coordination team based at Peasedown St John and RUH., including Social Care, Reablement and voluntary providers. The role involves multidisciplinary working and will be focused around the following key areas:

1. Facilitating the smooth journey of people from acute and community hospitals to home.
2. Reducing length of stay in hospital by timely facilitation accessing services
3. Ensuring effective communication by being the point of contact for service users, their families, and staff to ensure individuals are fully supported through their care journey.
4. Case managing and coordinating a caseload of people to help and support individual along their recovery journey.
5. Gathering all the information needed to support people's care journey and where required onto longer term care and support.
6. Coming alongside individuals to ensure they feel well supported and ready to take next steps

Base

Based at Care Coordination Centre at Peasedown St John but you will be expected to travel to the RUH and Community Hospital sites Paulton & St Martins to facilitate discharge and also visit people in their own homes as needed.

This post is responsible for

Following Care Coordination pathway decisions, you will work with patients and their families to agree urgent care and support required in order to facilitate discharge. The urgent care request will be created within Liquid Logic IT system triggering a brokerage referral to source care. The post is key in achieving a timely discharge from hospital within 24-48 hours from the point of referral.

The post will also be responsible for monitoring, working with patients, families and care providers during the person's recovery from hospital at home. Onward referrals to community services such as social care and therapy teams will be completed as per standard operating procedures.

There is an aim that most people will complete their period of recovery within 4 weeks of discharge from hospital with the post holder proactively coordinating the persons care journey during this time.

Key responsibilities

- To work as part of the MDT maintaining responsibility for good communication between all services involved in discharge, driving safe and timely discharge home by ensuring all work is completed proactively.
- Ensure people using our services and families are aware of the discharge process and expected timeframe for discharge providing and overview of reasons discharges can be delayed and the role of discharges services in supporting their journey home.
- Visit people on wards collecting information to support discharge from hospital.
- To support a strength based approach to working with people on their care journeys helping them and their families to make good decision and be empowered to maximise their independence
- Provide support for community staff in managing people through the discharge pathway by minimising delays
- Follow peoples journey from referral to discharge from the service and as required onto their long term service provision
- Ensuring a 'Home is Best' approach is followed considering all voluntary services to support peoples needs once home.
- Complete interim and urgent care documentation prior to leaving hospital on IT systems such as Liquid Logic and SystemOne.
- Ensure onward referrals to community services are actioned in a timely manner, following standard operating procedures.
- Supporting swift reductions in packages of care as people regain or work out their level of independence and skills
- Develop effective relationships with support services such as Brokerage to establish good communication reduced delays to discharge.
- Manage sensitive situations, ensuring patient confidentiality at all times, spending time with people to support their care journey.
- Work as an autonomous practitioner supporting patients/individuals to make decisions about their care.
- To be responsible for identifying and escalating any issues to service managers that could compromise the delivery of care.
- Monitoring referrals, addressing any quality issues that prevent a smooth transition to the community provider.
- Be responsible for timely referrals to social care following standard operation procedures.
- Allow for the smooth communication of day to day information between wards and community partners. This role requires active listening skills and the ability to document accurately.

- Coordinate MDT meetings with the support of clinical leads to ensure any blocks to patients care are prevented facilitating a smooth care journey escalating to Head of Care Coordination and partners for advice and support.
- Access Wellbeing services as required to ensure the person can remain living well during and following the individuals care journey.
- Produce live information of where people are in their care journey on a daily basis.
- Facilitate and promote 7 day discharges from hospital working closely with care providers.

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 always observe strict fire and security precautions.

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

- NVQ Level 3 in Care/ Business Administration or equivalent qualification or relevant practical experience
- Relevant IT skills to include Microsoft Office, Excel, Word, Email, MS Teams
- Experience working within a Health or Social Care setting
- Experience working within a multi-disciplinary team
- Able to prioritise own workload
- Able to assist with queries in a professional and empathetic manner
- Positive and caring attitude
- Able to work in a fast-paced environment with the ability to remain calm under pressure
- Work well part of a team
- Flexible approach to working duties when future improvement realised
- Effective communication skills by telephone and in person.
- Experience of discharge planning and safe coordination of care
- Demonstrates genuine interest and commitment to discharge planning and patient care pathways
- Proactive and motivated to learn, change and highlight areas of improvement.
- Organised with ability to plan and implement programmes over an extended period of time, delivering objectives within agreed timeframes.

Desirable

- Experience using Health and Social Care systems such as SystmOne, Liquid Logic
- Comprehensive knowledge of issues relating to discharge planning
- Awareness and knowledge of infection control guidance
- Experience working in a hospital or community setting including Adult Social Care
- Previous management experience and ability to lead teams

Other requirements:

Post holder will be able to travel between sites

Be able to work across 7 days.

Job Description

Employee signature

Manager signature
