

We partner with the NHS and Local Authorities and deliver publicly funded health and care services the Virgin Way: high quality, commercially sound services and problem-solving. As a result, we can invest the proceeds in the communities they serve to make positive differences to people's lives and help secure publicly funded health and care for the future.



Job details

Job title: Community Matron

Reports to: Clinical Lead

Role purpose

To provide advanced clinical nursing support for patients with complex long-term conditions and/ or elderly/frail. Working as an autonomous practitioner, the post holder will effectively manage a caseload of patients with long term conditions, stratified as high risk.

Working in collaboration with appropriate health and social care professionals, the post holder will ensure continuity of care; aiming to reduce preventable hospital admissions and to improve quality of care for patients with long-term conditions in their usual place of residence (own home; residential or nursing home).

To engage with innovation, including tele technologies, to continually strive to effectively support the management of patients. To promote self-management strategies for patients and their carers, through education and advice, to reduce avoidable reliance on urgent services and promote positive patient outcomes.

Key responsibilities:

- Ability to communicate complex information to various groups including patients, families, carers and colleagues across health and social care.
- To provide comprehensive and advanced clinical assessment and interventions for patients with complex long-term conditions and/or elderly frail.
- To deliver care in a variety of locations (including community hospital beds, patient homes and care homes).

- To work as part of a multi-disciplinary team to support the holistic management of patients on the caseload and to ensure effective care planning and personalised care is developed with the patient.
- To provide educational support to patients, their carers and all members of the multi-disciplinary team.
- To effectively manage a daily clinical caseload.
- To work as an autonomous practitioner, seeking advice and support from medical colleagues when the need arises.
- To contribute to the admissions avoidance and discharge facilitation agenda through delivery of high quality, interventions and management patient.

Provide significant contribution to service delivery transformation.

- To support the organisation to deliver on the Long-Term Conditions agenda.
- To provide clinical data to support the organisation in delivery in KPI's.
- Contribute to the achievement of CQUINS and Quality Standards set by commissioners.
- Undertake all aspects of line management and support clinical supervision for junior staff within their team and the community nursing service.

Analytical and Judgement Skills

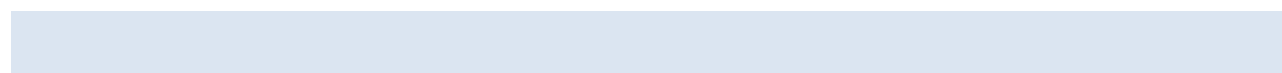
- To submit relevant statistics, reports and activity data as required, carry out audit.
- Use data to support/identify patients who will benefit from case management.
- Provide accurate and timely information as requested by the business unit, completing and submitting statistical returns as required.

Planning and Organisational Skills

- Take responsibility for coordinating and integrating care across health and social care, preventing duplication, fragmentation and delay occurring as patients move between care settings.
- To organise and plan day to day allocation of work together with other community matrons and team members.
- To act as a resource, offering advice and information, as requested by medical, nursing and associated professions.

Responsibility for Patient/Client Care

- Work collaboratively with patients, carers, health and social care professionals, to identify health and social care needs and circumstances.
- Take a comprehensive history, and perform a physical examination establishing baseline data to inform the development of an individualised care plan to meet the patients' needs within the context of complex long-term clinical management planning.
- Make direct referrals and order investigations as necessary following agreed protocols and pathways of care, ensuring that medical records are updated, and the GP is kept informed.
- Teach and educate patients and their carers how to identify subtle changes in presentation of the condition that may indicate acute exacerbation of an underlying condition, or of illness and when to call for help.
- Enable, encourage and support individuals, families, and groups to address issues, which affect their health and social well-being.
- Provide information so patients and families can make choices about current and future care needs.
- Assess risk, which affects the health and safety of individuals, and care providers. This will include contributing to safeguarding of vulnerable individuals.
- Maintain responsibility for patients admitted to inpatient facilities providing base line health data for the receiving team, to support integrated and consistent care and facilitate timely discharge.
- Enable patients and their families to manage disability loss preparing them for changes in condition and support choice about end-of-life care.
- Evaluate, prioritise, and manage the implementation of change in work activities and service taking a flexible approach to the development of the Community Matron role.
- Participate in an on-call rota for the Community Matron Service.



Person specification	
Essential	Desirable
Qualifications <ul style="list-style-type: none"> • Relevant nursing qualification e.g. RGN. • Education to degree level. • ENB 998 or equivalent • Advanced clinical assessment skills or equivalent post-graduate qualification. • Evidence of continuing professional development Experience <ul style="list-style-type: none"> • Experience in a variety of settings including hospital and community. • Experience of working with social services. • Physical examination skills. • Minimum of 3 years' experience working at <p>Band 6/7 within a similar setting.</p> Knowledge and skills <ul style="list-style-type: none"> • Ability to work autonomously. • Knowledge of up-to-date clinical practice and <p>current issues in nursing and community.</p> <ul style="list-style-type: none"> • Research awareness. 	<p>Independent prescriber (V300)</p> <ul style="list-style-type: none"> • Spirometry - ARTP Experience <ul style="list-style-type: none"> • Oxygen assessments • Undertaking Capillary Blood gases • Undertaking frailty Assessments Knowledge and skills <ul style="list-style-type: none"> • Knowledge of Frailty Assessment tools • Line management skills

- Awareness of legal/ethical issues in nursing.
- Highly developed communication/ leadership/motivation/change management skills.
- Highly developed clinical assessment skills.
- Ability to make complex clinical decisions and take appropriate action.
- Awareness of strategic direction and ability to incorporate this with a clear vision of patient care and service delivery.
- Have a good understanding of quality standards and audit.
- Evidence of innovative clinical practice development.
- Availability to demonstrate evidence-based practice and knowledge required to provide appropriate care to patients with LTC.
- Budgetary awareness

About us

We've been part of the NHS since 2006. We partner with the NHS and with local authorities to provide high quality care and transform services to be sustainable for the future. We see more than a million people each year in community and primary care, social care and referral services across England.

- We're part of the Virgin Family, a worldwide family business spanning the globe which has invested more than £60m of its own money into our partnerships with the NHS

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.



- Our shareholders have committed to re-investing any profits back into our partnerships with the NHS, including through a £100,000 a year innovation fund you can use to make a difference in your service.
- We're highly rated by the CQC. 97% of our services¹ are rated good or outstanding by the CQC and we're inspected more often – more than 80 times a year since 2013.
- We are one of just 22 organisations with a Government-backed quality award for our learning and development programmes run through our in-house development company, The Learning Enterprise.

Our values

- **We think** - Challenging ourselves and others on what we do, how we do it, fostering a culture of improvement.
- **We care** - putting people over process, treating service users like our own family, understanding and walking in the shoes of others.
- **We do** – cutting through bureaucracy and getting stuff done – holding ourselves and others to account for high standards and not just talking about change but delivering it.

Confidentiality and Information Security

As a Virgin Care 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 UK Data Protection laws 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 NHS Digital's 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

As a Virgin Care employee 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
- Adherence to the clear desk/screen policy
- Only using email accounts authorised by Virgin Care – eg @virgincare.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and IT and Electronic Communications guidance

¹ As at September 2020



- Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead within and no later than 72 hours after identifying the incident
- Only using approved equipment for the use of Virgin Care 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 Virgin Care 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

Virgin Care is firmly committed to reducing Healthcare-Associated Infections. All colleagues are responsible for protecting themselves and others against infection risks, and ensuring a clean safe environment is maintained. All colleagues, regardless of whether clinical or not, are expected to comply with current Virgin Care infection prevention and control policies including Hand Hygiene and Maintenance of a Clean Environment. These policies must be followed to ensure patients are cared for in a clean environment and receive the highest standards of clinical care.

Colleagues must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) and Virgin Care policies and guidelines to ensure that we maintain a safe environment and safe working practices to protect service users, other colleagues and visitors. It is essential to observe strict fire and security precautions at all times. Ensure you know the fire procedures in your workplace; never obstruct fire exit routes or prop open fire doors. Always keep premises secure and check the identification of visitors or unknown persons in the workplace.

All staff have a responsibility to access Occupational Health, other staff support services and/or any relevant others in times of need for advice and support.

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

Virgin Care is committed to safeguarding, protecting and promoting the welfare of children and adults at risk of harm. We expect all employees to share this commitment by working to relevant safeguarding legislation, multi-agency procedures and Virgin Care policies and guidance which promote safeguarding and safer working practices across our services.

As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. All colleagues working directly with people using our services will support them to participate in decision making in accordance with the Mental Capacity Amendment Act 2019.

Medicines Optimisation Responsibility

All health care professional colleagues who are registered with a regulatory body, must comply with their regulatory body, including standards of professional practice / and conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

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Nursing or registered healthcare professionals

All staff are responsible for undertaking all aspects of medicines optimisation related activities in accordance with the company's medicines policies and procedures to ensure the safe, legal and appropriate use of medicines. All staff are responsible for maintaining their competencies in order to undertake the medicines optimisation activities.

Skilled non-registered staff

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

Policies & Procedures

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

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.

As a Disability Confident Committed company, we work in partnership with the Department of Work and Pensions (DWP) to provide facilities, work environment adjustments and technical solutions to make our business an inclusive place for all. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.