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| Job Title: | Stroke Early Supported Discharge Nurse/ Band 7 |
| Reports to (job title): | Service manager |
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## Job purpose

* Responsibility for clinical assessment of patients within the community setting with a focus on the Early Supportive Discharge Team for Stroke patients and other Neurological conditions. To ensure understanding/compliance of medication, secondary prevention education. Liaison with other community providers such as the GPs, community nursing staff. To be involved in the rostering of staff and allocation of visits.
* To provide Nursing Assessments within the community setting and in reaching into the inpatient setting (Sapphire Unit) and supporting the community neuro rehab service
* To manage, supervise and develop other nurses, Rehab assistants, apprentices, and students.
* To promote the role of Specialist Nursing within the inter-professional team and ensure that good communication exists with all staff in HCRG care group and outside agencies.
* Actively monitor and develop the Nursing service within CNRT in line with best practice, continuously striving to improve quality of service.
* To maintain a high standard of care and clinical practice in Neurology through liaison with those working in the team and to maintain close working relationships with other senior Nurses.
* To work to provide care across a 6-day service.
* To provide in reach services to both the inpatient rehab unit and acute trust.

Base

Community stroke services are based at Gravesham Community Hospital in Gravesend.

## Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

**Communication / Relationship Skills**

* Patients, carers, and other staff imparting complex and sensitive information and unwelcome news.
* Specialist Nursing staff to maintain a coordinated approach to service delivery and development.
* With all therapists and nurses in CNRT, to promote a coordinated approach to patient care and multi-disciplinary team working in the preparation and implementation of treatment/care policies, procedures, and care pathways.
* All disciplines in the community to provide continuity of care across the Acute Health Service Unit, Social Services, Community Health Trusts, and Carers.
* To contribute to and execute the Patient treatment plan through effective communication with the patient, family, and carers.
* With appropriate disciplines in other Trusts as required, to promote patient care and service objectives.
* Outside agencies and third sector services, e.g., equipment stores.

The postholder will be required to use a range of verbal and non-verbal communication tools to communicate effectively with patients to progress rehabilitation and treatment programmes. This will include patients who may have difficulties in understanding or communicating. For example, patients may be dysphasic, depressed, deaf, and blind or who may be unable to accept diagnosis.

The postholder will be imparting complex and sensitive information some of which may be unwelcome.

The postholder must deal sensitively with patients who have high levels of anxiety and aggression caused by pain, dementia, or limited mobility.

• To work with patients, family, and MDT staff to identify goals as part of the overall care plan.

• To attend reviews, team meetings as applicable, communicating relevant observations and information as a member of the Team.

• To demonstrate effective written and verbal communication skills with patients and carers, Team members, and other external agencies.

• To use sound judgment, reasoning, communication and negotiation skills to establish a therapeutic relationship in complex and sensitive cases, managing barriers to communication.

• To ensure that up-to-date written and electronic records are maintained in accordance with professional and HCRG care group standards.

• To provide specialist Nursing reports relevant to case load.

• To respect the individuality, values, cultural and religious diversity of patients and to contribute to the provision of a service sensitive to these needs.

• To communicate and receive sensitive and complex information to/from patients and their families where training, empathic, reassurance, persuasive, negotiating, and motivational skills are required, e.g., when discussing life changing medical conditions and its impact on activities of daily living.

**Analytical / Judgmental Skills**

As the Stroke ESD Nurse to assess complex health & well-being needs following stroke and develop, monitor & review activity plans to meet those needs.

* To ensure nursing practice is research based and be aware of current developments.
* Provide specialist stroke care advice to patients & professionals within the hospitals, community and social & voluntary services.
* To be the Stroke ESD lead Co-ordinator for the referrals. To ensure a timely response to all referrals from any inpatient service for those registered with GPs in the designated Dartford, Gravesham and Swanley Stroke ESD service area. This involves medical & social information gathering with complex discussions with all involved professionals & agencies. Requiring developed persuasive, motivational, negotiating & reassurance skills and taking frequent prolonged concentration and may be distressing or emotional.
* Ensure that the capacity for the Stroke ESD is provided to the ward staff on a daily basis (5 days a week) and on a Friday providing capacity for the next week to help with the allocation of patients by the weekend therapy ward staff.
* With the MDT review the care planning, implementation and evaluation to ensure optimum quality is maintained.
* To undertake audits Medicines management: delivery of prescribed medication following patient assessment, with responsibility and accountability for risk management and with-holding medication when appropriate and notifying medical doctor. Liaise with Stroke Consultants, Community Pharmacists & GPs as appropriate. Identify and inform prescriber of any change in medication needs.
* Inform the MDT, Stroke Consultant or GP of any concerns with patients, relatives, visitors or staff that may compromise patient care!
* Demonstrate negotiation and influencing skills, both with colleagues and other professionals as well as patient and carers e.g., motivating patients to engage with the therapeutic process and lifestyle changes.
* Develop and maintain constructive working relationships and liaise effectively with all multidisciplinary members, both within the Stroke ESD team and across the health & social spectrum, including Neuro- Psychologist, Dietitians, care agency staff and district nurses, so that patients’ needs are met.
* To act as the ESD team link between the Stroke Consultant and the patient’s GP particular with any infections developed by the patient and with medication issues.
* With the ESD team to develop good relationships social service colleagues in the community to ensure the patient receives the ongoing support that they require, and the carers are trained and informed on the patient’s specific needs.
* Communicate in an appropriate manner & form with colleagues, patients, and carers so that information is shared in order to meet patients’ needs, including those patients with complex aphasia & cognitive needs following stroke. To ensure understanding, culture & context are respected, whilst encouraging the effective participation of all involved. To support all those involved in care in all aspects of communication.
* Liaise with and maintain good working relationships with the University and working with students on placement to ensure optimal care. Keep abreast of relevant legislation and communicate change as appropriate.
* Ensure confidentiality of patient records is maintained by developing secure systems of work.
* Assist in the development of policies in relation to your clinical area.
* To manage Trust intuitive as pertinent to medicine, representing medical directorate in associated groups, committees, and meetings.
* To support and provide leadership to all team members when dealing with complex, difficult and traumatic situations, including suicidal patients.
* Due to the nature of stroke rehabilitation within the community there is a requirement for light physical effort, with frequent requirement for moderate physical effort over several long periods, plus occasional short termed intense physical effort due to the variable nature of individual rehabilitation programmes. The post involves driving every day, with frequent exposure to unpleasant working conditions in patients own homes and the hazards of Lone Working.
* Practice, role model and promote safe and effective skills in helping patients with dysphagia to eat and drink to ensure nutritional needs are met. To ensure the nutritional needs of all patients are maintained.
* Demonstrate empathy and skill in working with patients with communication & sensory impairment in their chosen environments, e.g., shops, clubs, home. Ensure liaison with all relevant providers & agencies e.g., Stroke Association Groups.
* Use empathy, tact, sensitivity and discretion when communicating life changing events e.g., poor prognosis for return of speech/language/swallow function.
* With the MDT to have a leading role in teaching the family members, patient and carers in the ongoing care needs particularly related to medication, hygiene and nutrition.
* Complete incident forms where appropriate and discuss pertinent issues regarding adverse incidents with Clinical Services manager and others involved.
* Deal with initial complaints sensitively, avoiding escalation where possible – this may involve diffusing hostility and aggression.

**Responsibilities for human resources including personal and people development.**

* Be an evidenced base resource for the team regarding knowledge and practice in stroke care, plus support all other teams, both locally & nationally as requested e.g., team development in community teams.
* To facilitate with the MDT effective professional stroke specific training, ensuring clinical supervision and support where necessary.
* To develop and co-ordinate effective team-working.
* To cascade relevant information to staff.
* To maintain the high standards of the Department by contributing towards individual and team objectives.
* To communicate on a regular basis with staff regarding the Trust’s objectives, plans and business developments.
* To set objectives for staff and appraise staff at least once annually.
* To discuss expected outcomes of training and development activity with staff prior to attending training events.
* To discuss outcomes with staff attending training and development activity and to assist staff to transfer, develop and use new skills acquired.
* To be involved in the recruitment and selection of staff within the team.

### Management & Leadership

1. To ensure the provision of a high quality, efficient and effective service within specified specialist care group(s)
2. To adhere to quality guidelines and lead in service monitoring and clinical audit in area of specialism, in liaison with the Service Manager and clinical leads.
3. To work effectively and flexibly within an interdisciplinary framework to provide integrated stroke rehabilitation care programmes within the Early Supported Discharge Service
4. To be actively involved in planning, monitoring and implementing stroke specific clinical service policies and stroke specific client care pathways.
5. To act as a source of clinical expertise and advice providing clinical leadership within the stroke team and a resource for other teams as appropriate
6. To adhere to agreed administrative procedures for the service including the collection of statistical data.
7. To propose, develop and adhere to the service plan and agreed policies.
8. To independently maintain the operational running of the service in the area of specialism
9. To supervise assistants, volunteers and junior staff and contribute to their development.
10. To provide student placements including the assessment of placements as appropriate
11. To provide mentoring and clinical supervision for more junior staff members
12. To manage and develop equipment and identify resource needs.

**Health, safety and security**

Responsibility to maintain own health, safety and security in the workplace including strict adherence to infection control and Information Governance Policy & Guidelines, and to work with colleagues to maintain the health, safety and security of the public and colleagues in the workplace.

**Responsibility for Policy and Service Improvement/ Development**

1. To advise the Service Manager on issues of service delivery including under or over performance, service pressures etc. that may affect service delivery.
2. To assume delegated tasks as requested by the Service Manager, including participation in working groups and policy development groups.
3. To develop care protocols/packages relating to specialist area
4. To contribute to interagency/multi-disciplinary team building and policy development.
5. To be aware of, adhere to and implement service and team objectives.
6. To attend and contribute to departmental meetings and Clinical Forums

**Responsibility for Audit/Research & Development**

* Work as part of a team to ensure that National and local policies and guidelines e.g., National Service Frameworks, relevant to provision of Nursing, are implemented into own practice.
* Be responsible for the setting and monitoring of standards of clinical practice for Nursing and evaluation of clinical outcomes.
* Regularly participate in Clinical audit and lead on own areas of audit interest.
* Seek out and respond to opportunities to share specialist knowledge e.g., through training, advisory boards, clinical networks and policy writing for the profession as well as participating in or contributing to research and publication.
* Take a departmental lead for Nursing research and evidence-based practice and update team through clinical discussion groups.
* With the other senior members of the MDT, set the annual departmental objectives for the team.
* Participate in the development of innovations in the areas of risk management, quality standard setting and clinical effectiveness.
* Collect and provide research data as required.

**Freedom to Act**

1. Be accountable for own professional actions and recognise own professional boundaries.
2. Be able to work independently with support from more senior colleagues where necessary.
3. Actively evaluate the effectiveness of own clinical practice and demonstrate commitment to personal development, accessing appraisal at pre-determined intervals.
4. Take responsibility for updating own clinical knowledge through attendance at relevant training and courses, identified through appraisal.
5. Act within defined departmental, HCRG Care Group and National protocols/policies and professional codes of conduct.
6. Work as part of a team to ensure that National and local policies and guidelines, relevant to the provision of Nursing, are implemented into own practice under guidance from more senior colleagues.

**Equality, diversity and rights**

Responsibility to support, promote and develop a culture which promotes equality & diversity.

**Planning and organisational tasks / duties**

1. To manage and prioritise own caseload and workload independently.
2. Delegate cases and oversee care via rehabilitation assistants.
3. Plan and implement training programmes to others.

**Patient Care Responsibilities**

1. To have a thorough understanding of neuroanatomy, the clinical presentation of strokes and how they can impact on function.
2. Be able to work autonomously, to assess, diagnose, develop and implement programmes of care.
3. Assess, differentially diagnose, formulate treatment plans (in collaboration with patients and carers), write assessment reports, identify and choose appropriate therapeutic or clinical management techniques from a range of options, provide appropriate therapeutic intervention and evaluate treatment outcomes.
4. Demonstrate clinical effectiveness by use of evidence-based practice and outcome measures.
5. Provide complex and sensitive information to patients in a manner that they can understand.
6. Refer on for specialist assessment for Assistive and Augmentative communication. Liaise with specialist centres to provide continuity of care and help source funding for equipment.
7. Liaise with a wide range of professional colleagues and other agencies to ensure comprehensive management of the patient e.g., attendance at ward meetings and case conferences and telephone liaison e.g., with GPs and social services.
8. Plan for patient discharge, ensuring appropriate onward referral and liaison as required.
9. Adapt practice to meet individual patient circumstances, including due regard for cultural and linguistic differences.
10. Complete incident forms where appropriate and discuss pertinent issues regarding safeguarding/incidents with Service Manager and others involved.
11. Work flexibly to provide an equitable service to all patients, as the caseload determines. This will include working in patient’s homes and on community rehab wards.

**Responsibility for financial and other physical resources**

1. Be aware of service budget, monitor stock levels in own service area and request new resources/equipment as appropriate.
2. Be responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained.
3. Raise any concerns with the Service Manager.

**Responsibilities for information resources**

1. To maintain up-to-date and accurate case notes in line with RCSLT Professional Standards and National and local policies**.**
2. To share information with others, observing data protection and information governance guidelines.
3. To record activity data accurately and in a timely manner.
4. To develop an excellent working knowledge of our electronic patient record system (EMIS).

**Physical Skills**

1. Excellent auditory processing
2. Excellent computer skills
3. Excellent listening skills
4. Full UK driving license with access to own vehicle.

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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 Datix 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.

## 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 and Qualifications

* Degree or diploma in Adult Nursing
* Evidence of updated post-graduate training in relevant area of speciality to degree or equivalent level
* Current NMC registration.
* Long Term conditions management.

Experience

* Evidence of employment as working in the community setting or evidence of employment as a Band 6 grade for a minimum of 2 years within the last 3 years.
* Experience of working with Stroke patients
* Experience of working with professionals from other disciplines
* Experience of working with complex neurology patients
* Multi professional liaison
* Student supervision and supervision of juniors
* Design, implementation and reporting of Clinical Audit Report writing

Knowledge

* Up to date knowledge of recent research in management of especially Stroke
* Knowledge and understanding of Stroke NICE guidelines.
* Understanding of current Health and Social Services agenda
* Risk management

Skills and personal qualities

* High standard of clinical skills in relevant area
* Application of evidenced based practice
* Teaching skills
* Clinical Audit skills
* Ability to analyse and use complex data
* Excellent communication skills
* Good organisational skills
* Excellent time manager
* Innovative
* Able to work independently
* Motivational skills
* Sound IT skills incl. word, excel, power point and outlook
* Ability to travel between sites in a timely manner Clear Police Check (will be carried out prior to firm offer of employment)
* Ability to use appropriate screening tools to undertake initial assessment of patient’s needs
* Good written and verbal communication skills with ability to communicate complex and sensitive information with patients and carers, where there may be barriers to understanding.
* Computer literacy eg word processing, spreadsheets, internet and e-mail use.
* Ability to provide clear, concise and objective reports and feedback to colleagues and other members of the multi-disciplinary team, both verbally and in writing.
* Ability to provide a high standard of evidence based care that is responsive to the needs of patients and carers, assessing risk and considering a range of options.
* Ability to perform comprehensive patient assessments, prescribe appropriate nursing care and treatment,
* Flexible approach to work and ability to prioritise and co-ordinate activities with other professionals
* Ability to work proactively and independently manage own workload without direct supervision and be accountable for their own professional actions.
* Ability to work as a member of a multi-disciplinary team.
* Ability to work with patients, carers and other agencies as partners in care.
* Ability to manage on a day-to-day basis, activity of support worker staff or students.
* Ability to initiate and develop improvements both in own work practices and those of the team.
* Skill and understanding of the management and use of data in the NHS setting.
* Skill and understanding of the audit process and its application to practice.
* Responsible use of equipment and resources, including patients’ property
* Ability to demonstrate an awareness of current professional issues and NHS Modernisation Agenda, NHS Plan/Clinical Governance.
* An awareness of and an ability to act in accordance with the NMC Code of Conduct
* Awareness and ability to apply adult protection procedures in practice
* Awareness of Patient Experience engagement
* An understanding of and commitment to Equal Opportunities

**Desirable:**

* A qualification in the Care of the Older Person
* Non-Medical prescriber or working towards
* Stroke competencies completed
* Enhanced Clinical Assessment Skills completed
* Multi-agency working
* Admission avoidance activity
* Experience of direct supervision of staff and participation in their development
* Knowledge of other neurology conditions such as Motor Neurone Disease, Parkinsons and Multiple Sclerosis
* Managing change
* Teaching skills

Other requirements

* Full driving licence and access to a car, in order to carry out community visits to patients in their homes and visit other bases.

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| Employee signature |
| Manager signature |