

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:	Discharge Liaison Nurse
Reports to:	Senior Discharge Liaison Nurse
Banding/Salary:	Band 6
Other benefits and pension access:	See advert

Role purpose

As part of an integrated Health and Social Care organisation, Care Coordination Centre Flow Hub plays a key role in meeting the needs of the people of Bath and North East Somerset.

The Flow team are involved in developing and assisting with the planning of complex hospital discharges, as well as the management of delays with transfers of care from acute care settings from both the Royal United Hospital and any Transitional Care Facilities across Bath and North East Somerset. The team work closely with the hospital social work team.

We are responsible for early screening and assessment; and delivering clear and effective communication channels between patients, relatives, carers and professional colleagues, to ensure seamless patient care and a safe discharge plan. They will plan discharges in collaboration with primary, secondary, social services and voluntary agencies to ensure safe and timely discharge to an appropriate Community setting.

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:

The key responsibilities of the Discharge Liaison Nurse are as follows:

To work with the integrated discharge team and discharge to assess model

To work with the integrated discharge team and take responsibility to ensure that service users are being discharged on the correct pathway and ensure that service users are prepared for discharge from the RUH

To ensure that a comprehensive, holistic and nursing assessment involving a thorough examination of the patients medical, physical, social and emotional state, working within the retrospective codes of conduct, local policy and procedural assessment

Make clinical judgements and decisions over the telephone or in hospital/community setting that can often require analysis of complex facts/situations that demand prompt action.

To work in partnership with patients, relatives, carers and the multi-disciplinary team assessing, planning and implementing a safe discharge plan and to encourage patients and carers to participate in their care by encouraging independence and self-reliance

Facilitate clear and effective communication channels between patients' relatives, carers and professional colleagues to ensure seamless patient care, and lead in the development of patient centred, goal orientated plans of rehabilitation undertaking risk assessments.

Effectively use IT packages to ensure patient care isn't delayed and that information is accessed via staff email

Contribute towards service development, clinical audit and evaluation and implementation of evidence based protocols and procedures for effective assessment and management of patient pathways.

Act in accordance of the Nursing and Midwifery council code of conduct.

Person specification

Essential	Desirable
<ul style="list-style-type: none"> • Current NMC Registration. • Willing to undergo training as necessary • Knowledge and understanding of Primary and secondary care interface • Standards of professional practice • Ability to work as part of a team • Demonstrate a commitment to self-development • Enthusiastic and self-motivated 	<ul style="list-style-type: none"> • relevant previous experience of discharge in a similar setting • Mentorship qualification

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.

- Ability to organise and prioritise workload
- Understanding of skills and knowledge required to develop team members
- Able to fulfil Occupational Health requirements for the post.

Employee signature:

Date:

Manager signature:

Date:

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.

1. 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
2. We don't pay out our profits to shareholders, because we re-invest every penny 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.
3. We're highly rated by the CQC. 91% 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.
4. 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.

¹ As at December 2019



Our values

1. **We think** - Challenging ourselves and others on what we do, how we do it, fostering a culture of improvement.
2. **We care** - putting people over process, treating service users like our own family, understanding and walking in the shoes of others.
3. **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):

1. Completion of annual information governance training
2. Reading applicable policies and procedures
3. Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
4. Ensuring the security and confidentiality of all records and personal information assets
5. Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
6. Adherence to the clear desk/screen policy
7. 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
8. 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
9. 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

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.



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.

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

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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.