

Job Title:	Advanced Clinical Practitioner, Virtual Ward
Reports to (job title):	Consultant Practitioner
Line Manager to:	Relevant colleagues
Base:	West Wiltshire

Job purpose

You will join the HCRG Care Group Virtual Ward team as an Advance Clinical Practitioner. Based at one of bases in West Wiltshire you will be provide acute care to patients across the area.

As a Clinician with advanced practice skills, you will be working with patients who are either stepping up in to our service from a community setting or stepping down from an Acute Hospital. This is an exciting collaboration working across organisational boundaries to bring together the expertise of acute services with community services. Although the referral routes are different the treatment, interventions and care will be the same. Patients within either pathway are those who would have traditionally needed acute hospital treatment but instead receive acute multidisciplinary care in the place they call home. You'll be joining innovative and forward-thinking colleagues who are compassionate and committed to the people in the local community who use our services and go above and beyond to ensure they receive the best quality care.

Key responsibilities

- To deliver a clinically autonomous Advanced Clinical Practitioner service to the Community Teams in line with national and organisational standards – Urgent Crisis Response, admission avoidance, focus on frailty.
- To assess and manage patients on a virtual ward (Hospital @ Home) with a variety of complex health issues to avoid unnecessary acute care admissions.
- The post holder will be able to combine advanced clinical expertise and assessment to establish a diagnosis, including referral for investigation, intervention and treatment with minimal avoidable delay and lead the co-ordination of care working with partner agencies and key stake holders.
- Will be an expert resource, providing a visible clinical patient profile (90%) and have management and advisory responsibilities.
- The post holder will put the patient at the centre of all decisions taking into consideration any patient decisions regarding on-going and future care management.
- Negotiate and agree with the patient, carers and other care professionals, individual roles and responsibilities with actions to be taken and outcomes to be achieved, referring on to other services or professionals as appropriate
- To provide professional/ clinical leadership to the Nursing or AHP staff in the Community Team as and where appropriate/ agreed.
- To provide high standards of care to patients and support the Community Team Business Manager in improving quality of care.
- Where appropriate avoid unnecessary transfer of the patient to acute secondary care
- To be visible leader in the Community team working in conjunction with the, nursing and therapy teams
- To work in alignment with primary care and the Community Team to ensure safe planning of patient care at home by primary care in order to minimise risk of readmission.
- Link with the “Key Worker” in the in-patient settings who is identified for the patient, in order to enable clear follow up and safe discharge planning if they are admitted.
- Maintain accountability for practice following the Nursing and Midwifery Council Code of Health and Care Professions Council Standards of Conduct, Performance and Ethics and compliance with Wiltshire Health and Care Policies and Procedures.
- Maintain clear, concise, accurate and up to date records in line with the above codes and policies.

- Understand and support the achievement of WHC business plan objectives and performance targets, and initiate and participate in screening and needs assessment as required.
- Supervise other health and social care professionals in the delivery of health promotion activities, e.g. chronic disease management with individuals or groups.
- Demonstrate knowledge of current research in all aspects of the role disseminating the findings and implementing any changes in practice required.
- Identify the potential for service developments risks and deficits and inform line manager making recommendations based on specialist knowledge.
- Be wholly accountable for practice taking every reasonable opportunity to sustain and improve knowledge and professional competence and, ensure that all aspects of professional behaviour as required within their Code of Professional Conduct are followed at all times.
- Responsible for ensuring the effective use of resources within the Community Team, assisting in managing the allocated budget appropriately, and participating in regular review meetings with the Community Team Business Manager.
- Develop and sustain effective and positive working relationships with a wide range of internal departments/colleagues including; Specialist Nursing Services, In-patient Nursing services, Therapy services, GPs', Practice Nurses and Primary Care staff.
- Develop and sustain effective and positive working relationships with a wide range of external partners including; Social care services, Voluntary services, Housing services, Hospital Consultants, Specialist Nurses, Ward Staff, Haematology / pathology / biochemistry /radiography services, Medvivo, Independent care homes and Pharmacists.
- Contribute to the evaluation of the role and be proactive in evolving the role according to the needs of the service.
- Carry out audit, data collection and benchmarking; analysing data and reporting trends to inform service development

Patient Care

- Using advanced clinical practice skills assess the physical and psychosocial needs of a

defined client group.

- Using advanced generalist clinical skills to evaluate the delivery of care, identifying subtle changing health care needs. Being able to competently discuss treatment options with other generalists and specialists.
- Working as part of the multidisciplinary team to ensure avoidance of admission and that patient discharge from hospital is safe and facilitated at the earliest opportunity.
- Demonstrate responsibility and accountability for the clinical caseload and co-ordinate care across the whole patient pathway.
- Ensure that the teams are supported to develop individualised care plan for patients with Long Term Conditions, so that their condition remains as stable as possible and, where appropriate, hospital readmission is prevented and early discharge facilitated.
- Analyse complex patient situations establishing a therapeutic relationship in which they are able to utilise counselling skills to assist the individual to adjust to their illness and care.
- Use assessment tools/skills that will ensure an appropriate level of nursing or AHP intervention so that patients who present with highly complex needs are referred to the appropriate specialist in a timely manner.
- Discuss all treatment options with sensitivity, knowledge and expertise and to act as patient advocate when appropriate and respecting patient confidentiality whilst privacy with respect for diverse cultural backgrounds and requirements.
- Work in partnership with the patients to empower them to make informed choices about their healthcare and support choices about end of life care.
- Offer a supportive service to patients and their carers from diagnosis through all stages of the disease process, in conjunction with other healthcare professionals using a range of communication skills to manage care and information empathetically.
- Lead and participate in screening and needs assessment of individuals as required and undertake health promotion and disease prevention activities with individuals or groups in line with the public health agenda.

- In partnership with GP's and acute hospitals provide seamless care for their patients in order to facilitate early discharge from a Hospital setting i.e. Wards, SDEC, A&E or community wards.

Responsibilities for People or Training

- Provide patients, families and carers with tailored information, advice and support, that may precipitate symptoms of acute exacerbation of underlying conditions or illness and include lifestyle changes that would be advantageous to health.
- Evaluate the impact of these training programmes, for patients and carers, to ensure that they provide the necessary knowledge and skills to gain independence, safely manage changing circumstances and plan for unavoidable progression of conditions.
- Be responsible for providing and maintaining a learning environment and maximise opportunities for education and development in the clinical area to enhance individual development and performance in the delivery of high standards of care.
- Act as 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 clinical supervision and mentorship of others.
- To ensure that the competencies required for service delivery are monitored and maintained in the workforce, sourcing or delivering training as required.
- Take responsibility for your own personal and professional development; maintain competence, knowledge and skills commensurate with role.
- To be actively involved in clinical staff recruitment in the Community Teams in Wiltshire.

Other Factors

- Ability to drive and travel within Wiltshire and beyond.
- Regular VDU use and ability to deal with complex and demanding tasks, while taking the lead on clinical governance in key critical areas.
- Maintain personal knowledge, skills and competency through appropriate CPD, training and

development opportunities.

- Keep up to date with new developments and legislation.
- Use of IM&T support systems.
- There may be a requirement to work the contracted hours across the 7 day week and with some unsocial hours to accommodate 0700 to 2200 hours service.
- You will be dealing with complex problems and circumstances with patients and their families which will at times be challenging.

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 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
- Accredited Advanced Practice qualification
- Recognised teaching or mentorship qualification
- Registered current Non Medical Prescriber qualification
- Significant previous experience in elderly care, frailty, community services or relevant acute care speciality
- Highly specialised clinical and technical skills in managing a range of clinical conditions
- Proven significant experience in leading and managing a team

- Proven skills in managing complex patient/service user caseloads
- Experience in carrying out clinical audit and quality improvement projects
- Excellent written and verbal communication skills
- Ability to confidently work autonomously & as part of a wider multidisciplinary team
- 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

- Masters degree
- Advanced Clinical Practice Digital Badge

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

Employee signature

Manager signature
