

Job Title:	Community Matron
Reports to (job title):	Head of Specialist Nursing
Line Manager to:	Associate Community Matron / Nurse Associate

## Job purpose

The key role of the post holder is to:

- Work autonomously as a specialist nurse to identify and manage patients with acute / intensive medical needs who meet the criteria for intensive community support within their GP Network.
- Provide clinical leadership for the team managing this client group in conjunction with the relevant GPs.
- To co-ordinate, the admission and discharge of patients within the intensive community support model.
- To be responsible for the co-ordination of weekly Multi-Disciplinary Team Meetings (MDTs) in each GP practice within their Network area, involving District Nurse, Social Worker, Reablement therapist, Locality Care Co-Ordinator, referrer to the service and GPs as appropriate, to review patients who are of cause for concern or whose condition is deteriorating.
- To case manage identified patients who require intensive community tracking, aiming to prevent avoidable hospital admissions, promoting self-management and self-empowerment to support patients in the long-term management of their condition.
- Provide health education; provide regular support and reviews as required.
- The post holder will be able to recognise the early symptoms of disease exacerbation, acute illness and injuries based on an understanding of the chronic diseases, the disease process, current evidence and practice standards.
- In discussion with the GPs in the Network, the post holder will be responsible for the decisions about the care and service provision, for individual patients requiring intensive community support.
- Have managerial responsibility for the Associate Community Matron and/or Assistant Practitioner/Nursing Associate as required

## Base

Bath and North East Somerset Locality. The post holder will be based in BANES covering identified GP practice Primary Care Networks.

**Hours** 37.5 hours over 5 days, 9am – 5pm. The post holder may be required to work evenings or weekends in lieu of time in order to provide the necessary patient care in accordance with the Urgent Care Response model.

**Uniform:** Will be worn

## This post is responsible for

**Staffing:** The post holder will be responsible for the Associate Community Matron and/or Assistant Practitioner/Nursing Associate as required designated to their Network area.

**Patients:** The post holder will have responsibilities for managing a caseload of patients who have acute / intensive medical needs and in addition may hold a small caseload of people with very high and complex long term needs who require case management. There will also be expectation to adopt the role of Duty Matron on a rota basis, to attend virtually the daily Care Co-ordination Centre MDT in alignment with The Urgent Care Response

## Principal Duties and Key responsibilities

### 1. Clinical

The post holder will:

- 1.1 Be responsible for the identification and co-ordination of patients with acute / intensive medical support needs requiring Intensive Community Support in close discussion with GPs, with the aim to stabilise their condition and if possible avoid admission.
- 1.2 Be responsible for the admission, management and subsequent transfer / discharge of patients to and from Intensive Community Support liaising with identified staff within key services eg Reablement, social care, specialist services.
- 1.3 Be responsible for the organisation and smooth running of the weekly MDT for each GP practice within the network area, with the support of the Intensive Community Support administrator, to review patients who are of cause for concern or whose condition is deteriorating.
- 1.4 Be responsible for the case management / care co-ordination of small number of identified patients who have very high complex long term needs within a community setting, who require intensive community tracking, with the aim of preventing avoidable hospital admissions and ensuring that their on-going support needs are addressed.

- 1.5 Provide specialist nursing practice across professional boundaries, and to streamline care pathways using a patient centred approach that supports integrated working between health and social care.
- 1.6 Facilitate patient care pathways between intensive community support, other community services and the acute sector
- 1.7 Responsibility to standardise communication within the MDT meeting and for recording the MDT discussion in the patient's electronic record on to System1, with the support of the Locality Care Co-Ordinator.
- 1.8 Work collaboratively with General Practices, Acute Trusts, patient / carers, other service providers and the third sector to prevent inappropriate hospital admission or reduce length of hospital stay.
- 1.9 Work in partnership with other multidisciplinary and multi-agency community services to co-ordinate timely and effective interventions as appropriate.
- 1.10 Be responsible for ensuring appropriate models are used for assessing, planning, implementing and evaluating a case management approach.
- 1.11 Undertake comprehensive assessments of health care needs involving advanced clinical examination and diagnostic reasoning in accordance with own competencies.
- 1.12 Co-produce care plans with the patient to facilitate shared decision-making. Care plans must be reviewed and up-dated in view of the patient's condition and progress towards personalised goals.
- 1.13 Liaise appropriately with relevant practitioners and refer to other services as necessary.
- 1.14 Proactively monitor patients on the caseload, recognising the early symptoms of disease exacerbation, acute illness and injuries based on evidence based practice.
- 1.15 Make direct referrals for medical assessment and diagnostic procedures.
- 1.16 Be able to demonstrate a high level of clinical judgement & autonomous practice.
- 1.17 Discuss and agree assessment outcomes with patients, carers and other health care professionals, promoting health education and self-management.
- 1.18 Ensure patients are referred to other appropriate practitioners when needs and risks are not within own scope of practice or competency in line with the NPSA's Safe handover: Safe patients' guidelines.
- 1.19 Use risk stratification data or other agreed tool to support the health and well-being needs of patients.
- 1.20 Develop, review and implement programmes of care for individual patients, ensuring prevention and proactive actions to reduce the need for, or minimise hospital admissions.
- 1.21 Facilitate a 'self-management' approach for patients and carers, using predictive tools.
- 1.22 Prioritise workload to ensure most effective use of time.
- 1.23 Liaise closely with other services in order to provide a co-ordinated and seamless service for patients.

- 1.24 Provide information to patients and their carers concerning other services and refer as appropriate.
- 1.25 Maintain accurate and up to date clinical records and maintain patient statistics as required.
- 1.26 Adhere to national, organisational and departmental procedures, protocols and guidelines and at all times to act in accordance with professional code of conduct.
- 1.27 Report faulty equipment without delay
- 1.28 Prescribe medicine and appliances for patients as an Extended / Supplementary Prescriber.
- 1.29 Work in partnership with the hospital ward staff in planning and facilitating effective discharge by co-ordinating care and services for patients.
- 1.30 Contribute to the design of alert symptoms that identify patients within the case management service.
- 1.31 Assess and manage clinical risk appropriately and maintain safe working practices particularly lone working.
- 1.32 Ensure equality of access and to act in a way that supports equality and values diversity.
- 1.33 To report all accidents and complaints in accordance with agreed policies and assist in investigations of complaints and accidents as required.
- 1.34 To work with the District Nursing service within the cluster area to establish robust cover arrangements for the patients requiring Intensive Community Support.

## 2. Communication

The post holder will:

- 2.1 Interact and liaise with secondary care provider, GP's, district nurses, social workers, reablement, specialist services, relevant managers and heads of service, clinical leads, education and training facilitators and patient and carers.
- 2.2 Network and maintain effective working relationships with multi-disciplinary / multi-agency professions.
- 2.3 Work in close collaboration with other community services within health, social services, and other voluntary and independent providers.
- 2.4 Work in partnership with patients and carers to enable them to make informed choices about care and treatment to promote their health and well-being.
- 2.5 Communicate with patients and carers, regarding their health needs and appropriate care provision, which will include vulnerable adults and other adults with sensitive issues.

### 3. Audit, evaluation and service development

The post holder will:

- 3.1 Provide monthly activity data as required within the service specification.
- 3.2 Contribute to the implementation of audits or research findings to improve services for patients.
- 3.3 Contribute to the development or review of clinical policies and guidelines.
- 3.4 Undertake clinical audits and reviews to improve clinical practice in partnership with service users and providers.
- 3.5 Involve patients, carers and family in clinical reviews and to be able to demonstrate service improvements in response to feedback received.

### 4. Leadership / Managerial:

- 4.1 To be responsible for the supervision and management of Associate Community Matrons, Assistant Practitioners and Nursing Associates as required
- 4.2 To provide regular supervision and annual appraisal to support staff in their role.
- 4.3 To assist in the identification and monitoring of staff caseload / workload and support service development.
- 4.4 To encourage staff development through training, experiential learning and access to peer clinical supervision.

### 5. Personal and Professional:

The post holder will:

- 5.1 Work in accordance with the NMC code of Professional Conduct, Virgin Care's Policies and Procedures and within NICE guidelines.
- 5.2 Understand the importance of professional accountability and recognise individual responsibilities for personal and professional development.
- 5.3 Maintain own CPD and identify development needs and initiate an action plan to discuss with supervisor.
- 5.4 Participate in regular clinical supervision and an annual self-appraisal and performance review.
- 5.5 Undertake advanced clinical training, and ensure that personal Knowledge and skills meet the requirements of the post and that they are in line with current practice.
- 5.6 To assist and participate in the development of induction programmes for new staff to the team and associated teams within HCRG Care Group.
- 5.7 To assist in promoting a learning environment for students and colleagues through the use of evidence based practice.

## Proposed job plan

The post holder will be expected to visit all the practices in their Network regularly and will visit acute hospital and community hospitals as appropriate for patient care.

Most of the time will be spent working in the patient's own homes where environments may be difficult and pose manageable risks or unavoidable hazards. A risk assessment of the home environment will always be completed.

Work may include dealing with bodily fluids, carrying out manual handling tasks, exposure to infection and therefore needing to take appropriate precaution.

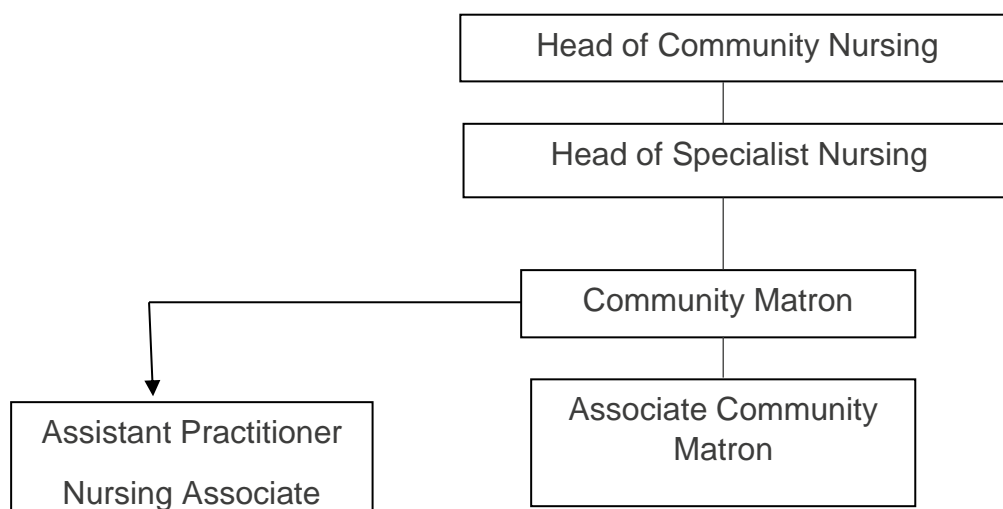
Working patterns are varied with the need for flexibility and ability to respond to competing priorities and urgent situations.

The work involves physical activity and may be emotionally and intellectually demanding.

The post holder will be expected to wear a uniform and adhere to the uniform policy

The post holder will hold a current Uk driver licence and have access to a fully insured and word worthy vehicle for work purposes.

## Outline of Provisional organisational chart:



## 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"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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.

# Job Description

## 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.

# Job Description

## Personal Specification

### Essential

- Current NMC registered RGN
- Full valid UK driving licence
- Access to an Insured/MOT and road worthy car
- Degree level educated

### Desirable

- Educated at or working towards master level qualification
- V300
- PACR
- Community Nursing Experience
- Management/leadership Experience

Employee signature

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Manager signature

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