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|-------------------------|-------------------------------------------------------------------|
| Job Title:              | Enhanced Care Practitioner (ECP), Hospital at Home (Virtual Ward) |
| Reports to (job title): | Advanced Clinical Practitioner                                    |
| Line Manager to:        | TBA                                                               |

## Job purpose

You will join the HCRG Care Group Hospital at Home, Virtual Ward team as an Enhanced Care Practitioner (ECP). Based in our Care Coordination Centre but working within patients' homes across Bath and Northeast Somerset (BaNES). There may be occasion to also work within the wider localities across the BSW footprint.

As an ECP, you will be part of the Step-up Clinical Team, which has a primary focus on admission avoidance but also supports Step-down early discharge from the acute setting. Patients within Hospital at Home 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

The multi-disciplinary team consists of colleagues from a combination of advanced practice clinical roles and non-registered support roles. You will have close working relationships with internal colleagues in Care Coordination, Therapies and Nursing as well as the partner Hospital at Home teams across the wider locality in Banes, Swindon and Wiltshire (BSW). You will also be involved in the ongoing development of patient pathways into, during, and out of the service.

As an ECP, you will provide clinical support for the assessment, management and treatment of patients in community settings with particular focus on those referred from the 2-hour Urgent Community Response (UCR) initially and then develop wider referral pathways.

Working alongside BaNES, Swindon, Wiltshire (BSW) Care Coordination Centres developing both push and pull models from 111/999 avoiding and reducing conveyances to an acute hospital & utilising all Hospital at Home capacity.

Working as part of a multidisciplinary team and across the primary, secondary, acute and social care interfaces, you will be responsible for coordinating the provision of specialist interventions to meet the urgent health care needs of people who would have traditionally been hospitalised or those requiring facilitated timely discharge from emergency departments and acute wards.

You will demonstrate responsibility and accountability for the Hospital at Home clinical caseload and coordinate care across the whole patient/service user pathway.

As part of this role, you will be responsible for the following:

- **Management-** Supervision, support, professional development, appraisals, ensuring colleagues develop sound clinical skills suitable for their level of experience and job role. Case load management.
- **Clinical practice-** Delivering evidence based clinical practice skills to ensure the appropriate management of patient's needs. Using skills of assessment, diagnosis, interpretation of tests, forward planning of care & treatment. Timely recognition of deteriorating patients, appropriate response, escalation & documentation.
- **Leadership-** Act as a professional role model for colleagues. Team leadership. Demonstrate collaborative working partnerships challenging traditional professional boundaries but maintaining excellence, quality, safety & working within the scope of own professional practice.
- **Audit & research-** Participate in, initiate, and deliver audit & research to identify current practice, drive continuous improvement & contribute to the development of new knowledge, theory & practice to benefit patients & colleagues.
- **Supporting the learning environment-** Commitment to & evidencing of personal professional development. Providing a positive learning environment for students & colleagues. Delivering training & education to support up to date evidenced based practice.
- **Continuous improvement-** Identifying poor practice & supporting improvement opportunities as part of a Just Culture based on reflection, supporting an evolving model.

## 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.

## 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

- Current registration with the NMC or HCPC
- Recognised teaching or mentorship qualification
- Significant proven experience in elderly care, frailty, community services or relevant acute care speciality
- Significant proven assessment experience in urgent/acute care/accredited advanced clinical assessment qualification
- Clinical and technical skills in managing a range of clinical conditions
- Proven skills in managing complex patient/service user caseloads
- Experience of working as part of a multidisciplinary team.
- Excellent written and verbal communication skills
- Self-motivated with ability to work autonomously with minimal supervision.
- 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 and knowledge of clinical systems
- Significant proven experience of leading and supporting a multidisciplinary community team
- Training in clinical supervision and/or leadership skills
- Experience in implementing change
- Educated to degree level or equivalent in experience/knowledge
- Current Independent prescribing qualification (or working towards) with proven experience in supporting prescribing/treating frail older adults

### Desirable

- Involvement in relevant clinical interest groups
- Experience of clinical audit, research and understanding quality

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

# Job Description

Employee signature

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Manager signature

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