

Job Title:

Band 5 Treatment Room Nurse

## Job purpose

The Treatment Room and Ear Care service specialise in the provision of nursing care to all patients located in several clinics and health centres across West Lancashire. The Ear Care service also provide care for housebound patients.

The post holder will work collaboratively to deliver high quality care in the Treatment Room and Ear Care services to develop a locally appropriate integrated approach to delivery of care. The post holder will contribute to the improvement strategy and represent community nursing at forums and groups across the Locality/Borough.

Within this role the post holder will complete clinical assessments of patients, the development of care plans, and the implementation of the care.

The post will require enhanced communication skills to deal with the broad range of issues involved in the day-to-day running of the Treatment Room and Ear Care services.

The post holder will improve clinical patient-centred outcomes through effective use of resources.

## Key responsibilities

### Management and Leadership

- Provide varied and patient centred care.
- demonstrate effective leadership at all times
- ensure the philosophy of multidisciplinary team working occurs in the area of responsibility
- ensure the service follows best practice and changes in national and local policy are promptly integrated into the daily operation of the service
- act as a change agent; to recognise service needs and participate in system changes and service
- redesign as directed, taking an active role in the development of the services
- encourage the team to identify and discuss proposed changes to practice for the area, ensuring
- meaningful consultation, effective evaluation and sharing of results
- deal with and escalate complaints
- role model the Trust values and behaviours

- act as a role model for community nursing
- celebrate success
- Escalate any concerns to Treatment room clinical lead as appropriate.

## Clinical

- Implement and evaluate individual treatment plans for patients.
- Identify, and manage as appropriate treatment plans for patients at risk.
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations.
- Provide information and advice on prescribed or over the counter medication.
- Recognise, assess and refer patients presenting with mental health needs.
- Promote and deliver evidenced based care.
- Assist senior practitioners as required.
- Deliver nursing care to the identified caseload of patients utilising best practice and evidence-based practice
- advise patients, carers, staff, and other professionals, and third sector organisations with regards to area of expertise including supporting patient self-management
- undertake holistic assessments and support staff with those patients who present with complex nursing needs
- audit caseloads within the team on a regular basis to identify trends and any other learning

## Communication

- Have a responsibility to ensure all information processed for patients and staff is kept confidential, accurate and in line with the Data Protection Act 1998 and Caldicott Guidelines
- ensure that accurate and up to date records are maintained on all patients ensuring that documentation meets agreed standards. This includes electronic or paper records
- ensure effective communication systems, written, verbal and the use of Information Technology is embedded in the team
- participate in audit of record keeping
- communicate sensitively and appropriately with a range of stakeholders including service users
- respond to complaints, compliments, and concerns in a professional and sensitive manner whether verbally or written

## Governance, Quality and Safety

- embed a culture of accountability and governance at all levels
- ensure a safe environment for patients and staff by adhering to the Health & Safety at Work Act
- adhere to Trust and Departmental Health & Safety policies and use any equipment and personal protective equipment provided to ensure safety i.e., wearing of aprons and gloves when dealing with body fluids.
- contribute to wider quality improvement initiatives
- ensure compliance on mandatory training.

## Patient Experience

- embed the principles of continuous quality improvement methodologies and innovation
- utilise results to demonstrate and evidence improvements in care
- set up systems to ensure that appropriate data is captured
- work collaboratively to ensure robust data quality, updating and amending as appropriate and undertaking benchmarking work as required.

## 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></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li></ul>

- Communicate

- Learn

- 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.

# 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.