

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

Job purpose

You will join **HCRG Care Group's Hospital at Home service** as an **Enhanced Care Practitioner (ECP)**, working within a **Step-Up and Step-Down model** across **West Wiltshire**. The role is based across **community bases within West Wiltshire**, with **clinical care delivered exclusively within patients' own homes**.

As an ECP, you will be a key member of the **multidisciplinary clinical team**, supporting both **admission avoidance (Step-Up)** and **early supported discharge from acute hospital settings (Step-Down)**. You will care for patients who would otherwise require inpatient hospital admission, providing **acute-level assessment, treatment, and ongoing clinical management** in a home environment.

You will work alongside **innovative, forward-thinking colleagues** who are committed to delivering **compassionate, person-centred care** to the Wiltshire community. The Hospital at Home service promotes professional autonomy, collaborative working, and advanced clinical decision-making to ensure patients receive **safe, effective, high-quality care closer to home**.

Role Context and Multidisciplinary Working

The Hospital at Home multidisciplinary team comprises **Enhanced and Advanced Clinical Practitioners**, registered clinicians, and non-registered support roles, working together to deliver safe, responsive, acute-level care in patients' own homes.

As an **Enhanced Clinical Practitioner (ECP)**, you will work closely with colleagues across **Care Coordination, Nursing, Therapies**, and the wider **Hospital at Home services across BaNES, Swindon and Wiltshire (BSW)**. You will contribute to the **design, delivery, and continuous improvement of clinical pathways**, supporting seamless movement of patients into, through, and out of the service.

Clinical Scope and System Interface

You will deliver **enhanced clinical assessment, decision-making, and treatment** for patients managed at home through a **Step-Up and Step-Down model**, with particular focus on patients referred via the **2-hour Urgent Community Response (UCR)** pathway. As the service develops, you will support the **expansion and optimisation of referral routes** aligned to system demand.

Working collaboratively with **BSW Care Coordination Centres**, you will support **push and pull models** from **111 and 999**, contributing to admission avoidance, reduced conveyance, and effective utilisation of Hospital at Home capacity.

You will work across **primary, secondary, acute, community, and social care interfaces**, coordinating enhanced clinical interventions for people who would otherwise require acute hospital admission, or who require **timely, supported discharge** from emergency departments or inpatient settings.

You will hold **accountability for a defined clinical caseload**, ensuring safe, coordinated, person-centred care across the **complete patient pathway**.

Key Responsibilities

Enhanced Clinical Practice

- Deliver **high-quality, evidence-based clinical practice**, using enhanced skills in holistic assessment, clinical reasoning, diagnosis, interpretation of investigations, and treatment planning.
- Maintain clinical oversight of patients with acute and complex needs, including **early identification and management of deterioration**, escalation, and documentation in line with governance requirements.
- Practise with autonomy and accountability within professional scope, organisational policies, and agreed clinical frameworks.

Leadership and Caseload Coordination

- Provide **clinical leadership** within the multidisciplinary team, supporting safe decision-making and effective prioritisation of care.
- Act as a professional role model, promoting collaborative practice, quality improvement, and high standards of patient care.
- Coordinate enhanced clinical input across professional and organisational boundaries to optimise patient outcomes.

Supervision and Professional Development

- Provide **clinical supervision, support, and appraisal** for colleagues as required, supporting development of competence, confidence, and safe clinical practice.
- Contribute to workforce development through reflective practice and role-appropriate skill development.

Audit, Quality Improvement and Service Development

- Participate in **audit, service evaluation, and quality improvement activity**, using learning to inform safe and effective practice.
- Contribute to the **development and refinement of clinical pathways**, protocols, and models of care within the Hospital at Home service.

Education and Learning

- Demonstrate commitment to **continuous professional development**.
- Support a positive learning environment for students and colleagues.
- Contribute to education and training aligned to evidence-based practice and service priorities.

Continuous Improvement and Culture

- Identify and address practice and system issues through a **Just Culture approach**, supporting learning, reflection, and service evolution.

Base

The role is **based in West Wiltshire**, with all direct clinical care delivered **within patients' own homes**, working in partnership with integrated community health and care services.

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

Enhanced Clinical Practitioner – Hospital at Home

Essential

Registration & Qualifications

- Current professional registration with the **NMC or HCPC**
- Educated to **degree level**, with evidence of **post-graduate learning or equivalent experience** relevant to enhanced clinical practice
- **Recognised diagnostic qualification in enhanced or advanced clinical assessment and reasoning**, including **Practice-Based Assessment of Diagnostic Assessment and Reasoning (PAD-RAP / PACR)** or an equivalent postgraduate module supporting autonomous diagnostic decision-making in undifferentiated clinical presentations

Clinical Experience & Practice

- Significant post-registration experience in **elderly care, frailty, community services or a relevant acute care specialty**
- Substantial experience in **urgent and/or acute clinical assessment**, including patients with undifferentiated or complex presentations
- Demonstrated **enhanced clinical assessment, diagnostic reasoning and decision-making** across a broad range of clinical conditions
- Proven ability to **autonomously manage complex patient/service-user caseloads**
- Experience of working effectively as part of a **multidisciplinary and multi-agency team**

Leadership & Supervision

- Significant experience of **leading and supporting a multidisciplinary community team**
- Training and/or experience in **clinical supervision and/or leadership**
- Experience of **implementing and supporting change** in clinical practice or service delivery

Professional Skills & Attributes

- Excellent **written and verbal communication** skills
- Self-motivated, with the ability to work **autonomously with minimal supervision**
- Strong **clinical 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 clinical environment**

Job Description

- Good **IT skills** and confidence using electronic clinical systems
 - Ability to practise safely within **professional scope**, recognising accountability and governance requirements
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Desirable

- **Recognised teaching, mentorship or practice assessor qualification**
 - **Current Independent Prescribing qualification**, or demonstrable progression toward qualification, with experience supporting prescribing and treatment of **frail older adults and patients with complex needs**
 - Involvement in **relevant clinical interest or professional groups**
 - Experience of **clinical audit, service evaluation, research and/or quality improvement**
 - Understanding of **quality, safety and governance frameworks** within community or urgent care services
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Other Requirements

- Full UK **driving licence**
- Access to a vehicle for **daily use**
- Ability to travel across **West Wiltshire** in line with service need

Employee signature

Manager signature
