

Candidate Brief  
Paramedic Band 7  
November 2022



## Our shared purpose

Developed by our patients and staff in the Your Voice Your Values project, 2018.



## All of us who work at Epsom and St Helier

Choosing to work at Epsom and St Helier means I choose to sign up to our values, behaviours and expectations.

-  Respect and value other people's views, experience and skills
-  Develop myself to be a great role model of our behaviours
-  Treat patients with respect and as equal partners in their care
-  Treat everyone fairly regardless of protected characteristics, profession, role or level
-  Speak up whenever I have a concern, give feedback respectfully, receive feedback gracefully, admit mistakes, resolve issues together
-  Respect myself, looking after my own health and wellbeing
-  Create a respectful environment free from disrespectful behaviour
-  Respect my role, doing a good job to meet my objectives as they change, and doing the best I can with available resources.

Our ambition is to provide an outstanding level of care to our patients and communities.

Above all we value respect. This means everyone at the Trust – whether a member of staff, a patient or their loved ones – can expect to be treated with respect, whatever their role or background. This ensures kind, positive, professional teamwork, delivering great care to every patient, every day.

By choosing to work here, you also choose to value and role model respect. This means having respect for the Trust and your roles and responsibilities, as well as colleagues, patients and anyone who interacts with the Trust.



## About us

At Epsom and St Helier – we run high performing hospitals with a strong track record in providing high quality care, delivering operational standards and meeting our financial targets. In addition to that, we are proud to host joint ventures with our partners in mental health, social care, community health and GPs in Surrey Downs and Sutton, providing adult community, children’s therapy and sexual health services as part of Sutton Health and Care, and adult community services as part of Surrey Downs Health and Care. We are committed to providing seamless joined up care for the 500,000 people we serve as their local hospitals and community services. We also have the privilege of running the South West London Elective Orthopaedic Centre at Epsom Hospital and a GP practice in Leatherhead.

Our future looks very bright and there has never been a better time to join our team. In September 2019, the Government announced a £500 million investment into our Trust to develop a new major specialist emergency care hospital. This investment will allow us to create a state-of-the-art hospital facility for our sickest patients. We are planning for this to open in 2025. This money also provides us with the funds to finish the refurbishment of our hospital buildings on both the Epsom and St Helier sites, and support our workforce to provide great care to our patients, every day.

We have been rated Good by the CQC and welcome applications from individuals committed to being part of the team to maintain and build on this.

We know that all of our achievements are only possible because of the commitment, team work and expertise of our staff – and we truly value the dedication our teams show. As a result, we want Epsom and St Helier to be an outstanding place to work where staff are treated with, and treat others with, respect at all times.

There is simply no place for bullying, racism, discrimination or other poor behaviours in our hospitals and we work together to ensure that respect is at the heart of every interaction we have with one another and our patients.

By choosing to work here, we all also choose to be role models of respect. We can make this commitment thanks to a recent comprehensive review of the culture of our organisation (including more than 3,000 pieces of feedback from our staff and patients and thousands of us going through bespoke training and workshops), which showed us that ‘above all we value respect’ and gave us the tools to make sure we can live by this powerful value.

So if you want to be part of creating a truly integrated health and care service, where hospital staff, community health staff, mental health teams, primary care staff and social care teams work closely together; help us to develop a brand new specialist emergency care hospital; and do it in an increasingly respectful environment, then we are the place to come and develop your career.

We offer an extensive range of services, including cancer, pathology, surgery, and gynaecology to 500,000 people in south west London and north east Surrey. We operate two busy general hospitals, Epsom Hospital and St Helier Hospital, and run services from other locations, including Sutton Hospital.

St Helier Hospital is home to the South West Thames Renal and Transplantation Unit and Queen Mary's Hospital for Children, while Epsom Hospital is home to the South West London Elective Orthopaedic Centre (SWLEOC). Both Epsom and St Helier hospitals have Accident and Emergency departments (A&E) and Maternity services (Obstetrics).

We also play an active role in the local healthcare economy, and are the lead provider in two innovative health and care partnerships.

In Surrey Downs (that's the Epsom, East Elmbridge and Dorking areas), we have partnered with CSH Surrey, the three GP federations in the Surrey Downs area, and Surrey County Council (who are an associate member), to provide adult community health services. This innovative partnership is called **Surrey Downs Health and Care**. You can visit our website <https://surreydownshealthandcare.nhs.uk>

In Sutton, we have joined forces with the London Borough of Sutton, Sutton GP Services and South West London and St George's Mental Health Trust to provide adult and children's community health services and sexual health services to local people. Together, we are called Sutton Health and Care – you can visit our website [www.suttonhealthandcare.nhs.uk](http://www.suttonhealthandcare.nhs.uk).

## Surrey Downs Health and Care

### Job Description

Job Title	Paramedic Surrey Downs Health and Care at Home
Grade	Band 7
Hours of Work	37.5 per week
Working Pattern	8.00 am to 8.00 pm, seven days a week
Reports to	Line Manager – Surrey Downs Health and Care at Home
Accountable to	Head of Interface Services

### Context

Surrey Downs Health and Care is an innovative formal partnership consisting of the acute trust Epsom and St. Helier University Hospitals, the community service provider Central Surrey Health, the local GP federations covering the Surrey Downs area of 30 practices namely, GP Health Partners, Surrey Medical Network and Dorking Healthcare; and the co-terminus Local Authority Surrey County Council.

Our vision is to create new ways of working across organisational boundaries and transform people's experiences of care by being a leading provider of integrated health and social care services. We aim to provide a whole system approach to care delivery – with care wrapped around the person not the organisation. Our services are provided by staff from across health and social care, working together as a single team which includes doctors, nurses, therapists, health care assistants, social workers, and reablement assistants.

The partnership is contractually responsible for the delivery of adult community services across Surrey Downs and has developed a range of integrated services supporting local residents to receive joined up care across community and acute care settings.

### Urgent Community Response Service

We are in an exciting phase of development and are looking to expand our established crisis response services to ensure the provision of rapid multidisciplinary assessments to people in their own homes (including care homes) who are at risk of hospital admission across the place of Surrey Downs.

The service provides joined up, co-ordinated care to local citizens with health and social care needs and aims to support them to live as independently as possible by offering rapid multidisciplinary assessment and support at times of crisis. The team offers a crisis response assessment within 2 hours of referral and, to mitigate the risk of a hospital admission, provides service users with a short-term, high intensity package of care in the person's own home as an alternative to hospital admission.

We have developed a 3-locality based approach to service delivery, with opportunities to be based within our Dorking, East Elmbridge or Epsom Urgent Community Response services. The teams provide a 7 day/week service from 8am to 8pm.

## What are we looking for?

We are looking for dynamic individuals who will play a key role in driving our Urgent Community Response services in Surrey Downs. You will have excellent organisational and time management skills and be passionate about delivering holistic care that has the patient at its centre. You will relish developing new ways of working to improve quality and develop a “one team” culture. This is a great opportunity for a proactive individual keen to take the next step in their career, joining an exciting forward thinking team.

So, if you’re looking for an employer that is working to push beyond and remove traditional boundaries and barriers, bringing care to patients when and where they need it, and you want to work alongside motivated, passionate and visionary colleagues, come and work for Surrey Downs Health and Care!

## Team Purpose

Post holders will be working as part of an integrated multidisciplinary team including Nurses, GPs, Occupational Therapists, Physiotherapists, Rehabilitation Support Workers, Healthcare Assistants and Administrators as well as Adult Social Care and the voluntary sector. The post holder will be working across acute hospital (Emergency Department) and community.

## Summary of Role

The post-holder is an experienced Paramedic who, acting within their professional boundaries will provide care for the presenting patient from initial history taking, clinical assessment, diagnosis, treatment and evaluation of care. They will demonstrate safe, clinical decision-making and expert care including assessment and diagnostic skills, for patients within the @home Service. The post-holder will demonstrate critical thinking in the clinical decision-making process. They will work collaboratively with the Leads and the whole team to meet the needs of patients, supporting the delivery of policy and procedures, providing leadership. Paramedics have a key role within both supported discharge and prevention of admission to support individuals to optimise their independence and wellbeing.

## Main Duties

- Assess and triage patients, including same day triage, and as appropriate provide definitive treatment (including prescribing medications following policy, patient group directives, NICE (national) and local clinical guidelines and local care pathways) or make necessary referrals to other members of the primary care team.
- Assess patients presenting with acute illness or for review of chronic disease conditions.
- Undertake home visits for acute illness or chronic disease management.
- Diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis.
- Clinically examine and assess patient needs from a physiological and psychological perspective, and plan clinical care accordingly.
- Assess, diagnosis, plan, implement and evaluate interventions/treatments for patients with complex needs and follow up as appropriate.
- Proactively identify, diagnose and manage treatment plans for patients at risk of developing a long-term condition (as appropriate).
- Diagnose and manage both acute and chronic conditions, integrating both drug- and non-drug-based treatment methods into a management plan.
- Advise patients on general healthcare and promote self-management where appropriate, including signposting patients to other community or voluntary services.
- Perform specialist health checks and reviews; perform and interpret ECGs; perform investigatory procedures as required.
- Undertake the collection of pathological specimens including intravenous blood samples, swabs etc.

- Support the delivery of 'anticipatory care plans' as this process develops (e.g. monitoring blood pressure and diabetes risk of elderly patients living in sheltered housing).
- Provide an alternative model to urgent and same day GP home visit.
- Maintain accurate and contemporaneous health records appropriate to the consultation, ensuring accurate completion of all necessary documentation associated with patient health care and registration with the practice.
- To have clinical responsibility for assessment and treatment planning for adults referred from community as well as active case finding within the Emergency Department and Acute Medical Unit as required
- To work autonomously and in collaboration with all members of the Surrey Downs Health and Care team to deliver a safe, comprehensive and effective service including assessment, care planning, implementation of required care and review of care provision and deliver expert, specialist service for older people with complex health and social needs who may be benefit from, or who are under the care of, the @home Service for both new and patients already on the caseload
- Carry out proactive holistic assessments to create care plans to help reduce risk of future hospital admission.
- Demonstrate clinical expertise and act as a professional role model to all colleagues, both internal and external on behalf of SDHC, working as part of an integrated team taking the lead and developing services in line with the needs of the patient
- To ensure that accurate and complete records of care are kept and that your own practice and practice of other team members is compliant with agreed policies, procedures, guidance and legislation in order to deliver effective patient care
- To coordinate a seamless service through the development of enhanced interdisciplinary team processes and communication, within the @home Service and across the wider Surrey Downs Health and Care whole system.
- To empower patients and carers to make informed decisions regarding their goals and outcomes and the care they will receive to support them to meet these and collaborate with colleagues across Surrey Downs Health and Care and within the wider health and social care network to optimise patient journey, care, wellbeing and outcomes.
- To support the development and evaluation of clinical protocols and systems of inter-agency documentation to enhance both continuity and the standards of care.
- To understand and apply the Mental Capacity Act in regard of mental capacity in decision making and appropriate application of Deprivation of Liberty requirements and working with other agencies within the Safeguarding framework.
- To attend meetings as required including deputising for the Leads and Operational Manager as requested.
- To develop close links with the wider community to enhance both care for individual patients and assist in the overall development of integrated care pathways within Surrey Downs Health and Care.
- To attend meetings as required including deputising for the Leads and Operational Manager as requested.
- To participate in flexible working patterns covering extended hours across a seven day service.
- To supervise junior colleagues and assistants

## KEY TASKS AND RESPONSIBILITIES

### Clinical

- To undertake holistic clinical assessments of patients referred to SDHC@Home to enable prompt assessment, diagnosis and treatment according to agreed policies, protocols and guidelines.
- To contribute towards single assessment and trusted assessment processes.

- To manage a complex caseload requiring specialist skills and interventions. To ensure the coordination of appropriate input from relevant individuals and services taking account of the degree of acuity, illness and disability experienced, the expressed wishes of the patient and carer and the existence of clinical, social and psychological factors for new and patients already on the caseload
- To promote and implement research / evidence based practice and audit clinical outcomes to inform and lead clinical practice and set clinical standards.
- Ensure that accurate and complete records of care are kept and that own practice and practice of other team members is compliant with agreed policies, procedures, guidance and legislation in order to deliver effective patient care.
- Assess, diagnose, plan, implement and evaluate treatment / interventions and care for patients presenting with an undifferentiated diagnosis.
- Clinically examine and assess patient needs from a physiological and psychological perspective and plan clinical care accordingly.
- Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including the initiation of effective emergency care
- Support patients to adopt health promotion strategies that apply principles of self-care.
- To promote and implement research / evidence based practice and audit clinical outcomes to inform and lead clinical practice and set clinical standards
- Ensure that accurate and complete records of care are kept and that own practice and practice of other team members is compliant with agreed policies, procedures, guidance and legislation in order to deliver effective patient care and that can be shared with colleagues and carers where appropriate.
- To utilise rapid assessment skills to enable a 'discharge to assess' model of care within agreed policies and pathways.
- The post holder will be supported to undertake new skills traditionally performed by other professionals e.g. physiotherapy, occupational therapy; according to clinical need and within agreed competence framework. These additional skills may include for example
- The assessment of equipment for independent living
- Cognitive and frailty screening and assessments.

## Professional

- Adhere to the Royal College of Paramedics Code of Professional conduct, scope of professional practice and maintain registration.
- To develop and sustain own personal and professional development, clinical skills and professional awareness in accordance with PREP requirements and the on-going demands of the role.
- Employees are required to comply with and complete mandatory training.
- To be aware of and to work in accordance with all Practice policies.
- To contribute to the development and review of related clinical policies, protocols and guidelines.
- To participate in individual performance management process and reviews.
- To play an integral role in the operational and strategic development of the @home Service team and the wider Surrey Downs Health and Care system.
- To contribute to and facilitate achievement of the agreed outcomes for Surrey Downs Health and Care including reducing the need for acute hospital admission and increasing the length of time people spend at home.
- To establish and maintain excellent, collaborative working relationships within the team, enhancing the development of shared competencies and appropriate 'trusted assessor' ways of working.

- To establish and maintain excellent, collaborative working relationships across the wider Surrey Downs Health and Care system, building trust and supporting genuine partnership.
- To be a role model for the values and behaviours that underpin Surrey Downs Health and Care and to promote person-centred, coordinated care.
- To provide line management support to identified team members, including all aspects of HR policy.
- To supervise and teach pre-registration students allocated to the team, providing mentorship and leadership as and when required.
- To contribute to the development of evidence based practice using audit and other tools including user and stakeholder feedback.
- To keep a personal professional profile of study in line with HCPC requirements.
- To identify own training needs to maintain and develop clinical skills and practice in line with HCPC Fitness to Practice and revalidation requirements.
- To participate in clinical supervision, appraisal and in-service training as identified on own personal development plan.
- To present a positive image of Surrey Downs Health and Care Alliance.
- To discuss service provision issues with senior staff and to report any untoward incidents, clinical or non-clinical, promptly, co-operating with any investigation undertaken and action plans.
- To be flexible according to the needs of the service and in terms of hours of work.

## Managerial

- To liaise closely with the Leads and senior clinicians in monitoring the level and quality of service provided, working within service standards and response times.
- To line manage junior colleagues and unqualified staff, ensuring competencies and appraisals are completed within Trust policy.
- To participate in team objectives, to lead on service development projects alongside Team Leads.
- To participate at meetings where appropriate for professional and educational purposes. To chair or minute take when required.
- To maintain up-to-date statistics on clinical and non-clinical practice in accordance with service specifications and key performance indicators.
- To carry out all necessary administration involved in ordering equipment within budget limits. To know the process involved when ordering from suppliers, being able to query and trace orders through the system.
- Ensure that the @home Service team works flexibly across setting and that staffing resources are used flexibly to meet priority needs both within the team and across the wider Epsom Health and Care system
- Establish and implement effective communication systems
- Ensure that appropriate clinical and organisational governance structures are in place and adhered to, including professional and organisational policies
- Ensure that appropriate risk assessments are undertaken, guide staff in assessing risk and ensure timely reporting and addressing of clinical and non-clinical providing leadership to the @home Service team including encouraging distributive leadership across the whole Surrey Downs Health and Care system
- Ensure effective and productive working relationships are established within the @home Service team, across the wider Surrey Downs Health and Care system and with key stakeholders
- Demonstrate and encourage an assets based approach to the development of Surrey Downs Health and Care, encouraging co-design and co-production

- Clinical incidents
- Manage all aspects of staff employment including appraisals, disciplinary issues
- Hold responsibility for devolved pay and non-pay budgets
- Prioritise resource allocation
- Ensure robust record keeping systems are in place both for the delivery of care and for evaluation and reporting

### Education and Research

- To act as a clinical expert and advise on educational opportunities that will facilitate the development of coordinated care and support and enhance specialist knowledge and skills.
- To enhance the development of clinical practice.
- To take responsibility for maintaining and enhancing own skills, competencies and knowledge
- To participate in, organise and/or run education and training sessions as required.
- To represent and promote Surrey Downs Health and Care to relevant stakeholders.
- To undertake relevant audits in service area, leading when required, and effecting change in professional practice.
- To critically appraise current research and latest evidence for practice and present findings to colleagues and others.
- To contribute to research as/when opportunities arise and identify potential research areas.

### Organisational

- To manage own diary to ensure an appropriate balance of clinical responsibility along with the ability to be flexible when dealing with emergencies.
- To take responsibility for day to day co-ordination of the team, deputising for Leads when necessary and delegating effectively.
- To respond to urgent referrals, re-prioritising planned workload as necessary.
- To plan annual leave in conjunction with needs of the service and local and Trust policies.
- To implement and monitor Trust and Departmental/Local Policies and Procedures as applicable to staff (Supervisors and Manager).

### Communication and Working Relationships

- Strengthen the bridge between primary, secondary and acute services.
- Promoting good practice and effective communication within and between primary care, statutory and voluntary organisations on all matters relating to the patient.
- Communicate complex information to staff, stakeholders, patients and carers where there may be barriers of understanding such as a lack of knowledge about service delivery or care pathways.
- Diffuse potentially hostile, antagonistic and emotive situations with staff, patients and relatives.

### Evaluation of Care and Research

- Support the aspiration of Surrey Downs Health and Care to be based upon continuous learning.
- Work with Surrey Downs Health and Care Clinical Director and colleagues across Surrey Downs Health and Care to evaluate the effectiveness of new ways of working and to make changes and enhance services as identified.
- Communicate outcomes and audit findings and take appropriate action in response to findings.

## Human Resources

- To work as a member of the multi-agency @home Service team recognising the role the team plays within the wider Surrey Downs Health and Care system.
- Provide appropriate line management support.
- Develop IT skills across the whole system including primary care and acute IT systems.
- To ensure compliance with the Trust's Equality and Diversity Policy.
- To have an awareness of and work within data protection policies.

## Supplementary Information

**Equal Opportunities:** The Trust affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, TU membership or age. The Trust has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

**Confidentiality and Disclosure of Information:** In the course of your normal employment you may come into possession of confidential information relating to patients, staff and the Trust's business and commercial information.

All employees have a responsibility to ensure the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal.

**Health and Safety:** The Trust operates a Health and Safety Policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain safe environments for employees, patients and visitors.

**Infection Control:** The Trust is committed to the prevention and control of infection and operates an Infection Control Policy. It is the responsibility of all employees to be aware of the Infection Control Policy and procedures and the importance of protecting themselves, patients and visitors.

**Safeguarding Vulnerable Children and Adults:** The Trust and, therefore, every member of staff employed by the Trust has a statutory responsibility to safeguard vulnerable people i.e. children, young people and adults, to identify and report concerns or abuse. The roles and responsibilities of individual staff are documented within the Trust's Child Protection and Safeguarding Vulnerable Adult's Policies. Staff must be aware of their responsibilities with regard to attending in-house mandatory child/adult protection training and multi-agency training as appropriate to their role.

**Risk Management:** Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk. The outcome of effective risk management is the provision of safe patient care during their episode of illness or treatment and also the provision of a safe Trust environment for patients, staff and the public. The Trust aims to have a 'Just and Fair' culture where there is low blame and wants to encourage staff to report incidents and identify risks. If the latter is carried out then lessons can be learnt and changes in practice will be implemented in order to improve the quality of patient care. You personally need to be adequately trained in risk management processes and the Trust provides a variety of risk related study days and courses. A list of these can be found in the Trust Training Brochure and it will be important that you take note of the mandatory courses which you must attend.

**Working Time Regulations:** The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26 week period. Employees who wish to exceed this number of hours must obtain management authorisation and will be required to sign an opt-out agreement which will be placed on file.

**Improving Working Lives:** In line with the NHS Plan, Epsom and St. Helier University Hospitals NHS Trust is making changes to improve the working lives of all staff. By helping staff to achieve good work life balance, we can develop higher standards of health care and patient choice. In order to support staff, the Trust offers a range of benefits including onsite day nurseries, school holiday clubs, complementary therapies, a cyber café for internet access, a wide range of staff discounts, various recognition schemes and annual events. There is a National Audit Instrument for Improving Working Lives, which involves the Trust being assessed against a set of national standards to ensure that it is making real and tangible improvements to the working lives of our staff.

**Smoking:** The Trust operates a strict no-smoking policy and employees are therefore not permitted to smoke onsite, except in designated areas.

**Alcohol and Drugs:** The consumption of alcohol and drugs is strictly prohibited whilst on duty. The Trust operates a Substance Abuse Policy which employees should make themselves familiar with.

**Security:** All employees are required to wear name badges whilst on Trust premises and are responsible for ensuring they understand their security responsibilities whilst on Trust property. Any security incidents should immediately be reported to the security office.

**Code of Conduct for Relevant Professional Body:** All staff must comply with the Code of Conduct for their relevant professional body (e.g. NMC, HPC, and GMC). Failure to comply with these codes may bring your fitness to practice into question and endanger your registration.

**Dress Code:** All staff are expected to abide by the Trust's staff dress code.

*Further information and copies of the Trust's Policies and Procedures can be found on the Trust's intranet, via departmental managers or within the Human Resources Department.*