

Job Description

JOB TITLE: Neonatal Home Care Deputy Sister

DIVISION: Family Health

GRADE: Band 6

REPORTS TO: Neonatal Home Care Sister

ACCOUNTABLE TO: Lead Nurse Family/Home Care

VALUES AND BEHAVIOURS



ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes.

We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

JOB SUMMARY

The post holder will ensure continuous provision of integrated neonatal transitional and home care to ensure safe, effective and high quality care is provided to babies and families. Planning and delivering seamless pathways of care for babies and families from the neonatal unit and transitional care facilities on both sites (City and Queens Medical centre campus) and working in conjunction with the multidisciplinary team, maternity and children's services other community teams and services.

The post holder will plan and deliver inspirational family integrated care programmes with families of Neonatal Intensive Care Unit (NICU) babies and the neonatal in service, homecare and multidisciplinary team. The post holder will be a role model providing regular direct clinical care using knowledge, skills and experience to support the implementation of family care on either campus to deliver service need and provide support for staff in the NICU setting.

KEY JOB RESPONSIBILITIES

1. Clinical

1.1.1 Work at least 10% of time in unit based clinical practice, with the emphasis on delivery of a quality specialist service, developed through principles that are research and evidence based to enhance the quality of patient care.

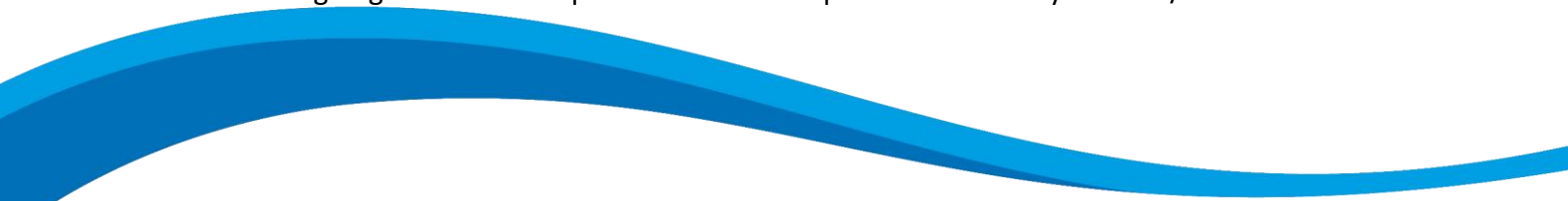
1.1.2 Take responsibility for the assessment of care needs, the development of programmes of care and the implementation and evaluation of these to ensure the delivery of a high standard of care to babies and their parents/carers, liaising appropriately with the family care and discharge sister/home care sister/ward sister.

1.1.3 Be a visible point of contact for parents, visitors, relatives, and staff, acting as a resource for problems and able to clearly present the babies'/parents' point of view to others.

1.1.4 Act as the baby and families advocate ensuring that their best interests come first

1.1.5 Improve and maintain standards of essential (basic) nursing care in the neonatal unit by working with the discharge sister/home care sister/Ward Sister/Charge Nurse and using tools such as clinical benchmarking.

1.1.6 Ensure that patient care plans are regularly updated, and changes implemented. Ensure that nursing records and documentation are maintained and current.

- 1.1.7 Ensure high quality, evidence-based care is offered to babies and, in collaboration with the home care sister, identify the common issues which affect the quality of care, devising clear action plans to address any shortcomings ensuring agreed action is undertaken.
 - 1.1.8 Provide specialist support to the clinical team in dealing with the complex needs of different client groups and when imparting or receiving sensitive, complex or contentious information.
 - 1.1.9 Demonstrate a specialist level of knowledge and clinical practice within the clinical specialty, acting as a role model and resource of clinical expertise to all staff, babies and their carers
 - 1.1.10 Provide specialist advice and practice support to the multi-professional team.
 - 1.1.11 Ensure that all babies that are admitted into the service have access to an appropriate care pathway from admission leading to recovery and a well-planned discharge and have a smooth transition into the home. Promote and demonstrate contemporary and proactive approaches with emphasis on family centred care, to neonatal intensive care nursing practice and in collaboration with other senior nurses to facilitate the advancement of this practice.
 - 1.1.12 In support of neonatal transitional and home care demonstrate expanded nursing practice in transitional care areas and home care, according to NUH neonatal guidelines. This includes a programme of visiting at home babies and their families including providing a home phototherapy service.
 - 1.1.13 Facilitate a family centred and integrated care culture within the neonatal intensive care unit and in the community. Facilitate partnership with parents/carers in all aspects of caring for their baby in hospital and at home.
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 - 1.2 Adopt innovative ways of working within the speciality.
 - 1.2.1 Support the Home Care Sister, Family Care and Discharge Sister, Ward Sister and Matron as appropriate.
- ## 2. Communication
- 2.1.1 Demonstrate clear lines of communication within a defined clinical area, which result in clear responsibilities being identified within the multi professional team.
 - 2.1.2 Maintain effective communications with parents/carers, relatives and other members of the multidisciplinary team to ensure that appropriate information is shared and patient needs are met.
 - 2.1.3 Convey and present specialist information, written or verbal, formally or informally, as appropriate. Report appropriate clinical information to senior staff.
 - 2.1.4 Ensure that written documentation is kept in respect of all investigations and incidents.
 - 2.1.5 Give and receive difficult information to a group of parents, carers and health care professionals. Discussing all alternative treatment options and facilitate clinical management decisions.
 - 2.1.6 Provide on-going liaison and support for babies / clients within care pathways.
 - 2.1.7 Establish professional relationships and maintain effective communication.
 - 2.1.8 Link with professional networks across the Trust and wider health community, in order to develop and exchange ideas for improving clinical care.
 - 2.1.9 Create a culture where staff have appropriate authority over issues that contribute to the provision of essential care and enable them to secure and achieve the highest quality standards.
- ## 3. Leadership
- 3.1.1 Organise and prioritise own workload to ensure that the needs of babies and their families are met.
 - 3.1.2 During regular clinical sessions act as a role model and teacher working alongside other staff including students.
 - 3.1.3 Provide a credible source of specialist clinical knowledge and advice, taking an active role in self-development, reviewing own performance, identifying own needs and taking active measures to meet those needs.
 - 3.1.4 Provide on-going education for parents about all aspects of their baby's illness/treatment.
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- 3.1.5 Carry out formal and informal teaching within the hospital to a range of health care professionals and contribute to educational and training programmes as requested / appropriate.
- 3.1.6 Create a positive learning environment with clinical settings which encourages and facilitates individual and shared learning and professional development.
- 3.1.7 Involvement in a programme for Individual Performance Management (IPM) that ensures all staff within the clinical area have an appraisal annually which includes ensuring that all staff have a Personal Development Plan.
- 3.1.8 Maintain an awareness and understanding of relevant, up to date research studies within the clinical field.
- 3.1.9 Critically analyse and evaluate research findings and apply these to clinical practice.
- 3.1.10 Participate in research studies in conjunction with the specialty team.
- 3.1.11 Identify opportunities for staff to access appropriate education and training programmes, and other learning opportunities such as shadowing, mentoring and action learning, ensuring equity and fairness of access.
- 3.1.12 Share and promote good practice through involvement with local groups, including presentations, publication and dissemination of role evaluation.
- 3.1.13 Monitor and reflect on own performance, identifying and addressing own professional needs.
- 3.1.14 Respond and contribute to clinical governance initiatives.

4. Professional development

- 4.1.1 Contribute to the development of team objectives.
- 4.1.2 Participate in interviewing and selection of new staff.
- 4.1.3 Be aware of the impact of service changes across the organisation
- 4.1.4 Contribute to the monitoring and control of expenditure and the use of resources.
- 4.1.5 Comply with Health & Safety and Infection Control policies and ensure that staff, babies and visitors are appropriately informed and advised. Maintain a clean and safe environment. Ensure equipment used and techniques employed by staff comply with the Directorate Health & Safety policies.
- 4.1.6 Participate in the managerial duties at Speciality level as required in the absence of the Neonatal Homecare Sister and Lead Nurse Family/Home Care.
- 4.1.7 Participate in objective setting and business planning for the Speciality.
- 4.1.8 Implement change in response to clinical, organisational and national demands in agreement with appropriate others in the unit. Support others to lead or participate in the management of change.
- 4.1.9 Responds to change initiatives in a positive manner

5. Education

- 5.1.1 Initiate and develop sensitive and engaging educational materials that introduce parents to the staff, equipment, procedures and conditions that they may encounter in the NICU
- 5.1.2 Implement programmes of education and support for parents which are based on the concept of Family Centred and Integrated Care and agreed through the neonatal service. This should include Neonatologists, nurses, and through Patient public involvement (PPI) NICU graduate parents and graduate grandparents if possible, who would be involved in advising on where the service can be improved
- 5.1.3 Support the family support nurses to administer and facilitate parent coffee hours, arranging guest speakers as required.
- 5.4 Facilitate a positive breast-feeding culture.

6. Clinical Governance Audit and research

- 6.1.1 Participate in the development of evidence-based patient care policies and procedures. Develop and contribute to clinical guidelines and protocols where appropriate and ensure they are implemented.
- 6.1.2 Assist with the identification and facilitation of clinical audits to promote clinical effectiveness as part of the Directorate's Clinical Governance Framework.
- 6.1.3 Collect and analyse information related to patient and carer satisfaction and evaluation of the service.

6.1.4 Carry out home care plans put in place with visits into the community to babies and families within the home visiting guidelines as appropriate.

6.1.5 In collaboration with the neonatal home care sister and family care discharge sister ensure that the patient has a satisfactory experience by evaluating patient processes and redesigning the pathway of care.

7. Risk management and patient safety

7.1.1 Receive and investigate any complaints received. Resolve locally where possible.

7.1.2 Work with the Ward Sister/Charge Nurse to identify hazards relating to clinical and nonclinical risks and undertake identified risk assessments. Ensure that junior staff also see this as important by maintaining a culture which will support the delivery of both clinical and non-clinical governance within the ward or department

7.1.3 Attend and present safeguarding concerns verbally and in writing for case conferences/court proceedings, core groups, strategy meetings and family group conferences with close liaison with the NUH Safe Guarding team.

7.1.4 Undertake complex assessment and intervention work with families where there are child safe guarding concerns and for babies who have extra needs ensuring that services are holistic and provided within a multi-agency context to ensure safe discharge.

7.1.5 Work (as part of the multi-disciplinary team) with children, young people and their families where there are safe guarding/ child protection concerns

7.1.6 Supervise staff and volunteers and provide high quality case management supervision relating to individual, family, and group work ensuring that services are of a high standard and informed by best practice and research.

7.1.7 Initiate, develop and maintain customized programs to serve the specific needs of the neonatal service and the populations it serves that ensures discharge of the baby into the home which encompasses transition into secondary care with liaison with health visitors, General practitioners, children's centres and the wider community.

7.1.8 Follow up in the community where and when appropriate.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

For senior/clinical managers the following statement must also be included

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

WORKING CONDITIONS

Describe the post holder's normal working conditions (*such as exposures to hazards, requirement for physical effort etc*).

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Job description reviewed by: L Burgon & L Panesar, Home Care Team

Date: 27/10/23

