



Job Description

Job Title:	Discharge Officer
Band:	4
Hours:	Monday to Sunday; 37.5 hours per week (4 days per week)
Base:	Luton & Dunstable University Hospital, and any other associated Trust establishments across the Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role).
Reporting to:	Discharge Manager
Terms and Conditions of Service:	Currently those of Agenda For Change and other local agreements

OUR VALUES





JOB SUMMARY

- To be responsible for discharge planning from the point of admission ensuring that discharges are expedited in a timely manner maximizing the use of hospital beds and reducing length of stay.
- To work with the discharge team and multi disciplinary teams to ensure patients, relatives & health professionals both inside and outside the trust are all working together to achieve the same goal of safe and seamless discharge.
- To liaise daily with medical staff & ward managers to review all patients supporting and facilitating discharge decisions and progress chasing any outstanding diagnostics and reviews.
- To progress chase patients through their whole hospital journey and ensure patient's, relatives and colleagues are kept up to date with progress and delays.

OBJECTIVES AND PURPOSE OF THE POST:

- To identify problems in relation to discharge and initiate actions to resolve them in order to facilitate safe and efficient discharge.
- Throughout the shift ensure that beds are used efficiently and appropriately, maximising the use of the departure lounge to support the emergency 4 hour target.
- To liaise with the discharge planning team to ensure patients with complex needs have adequate community care packages in place to meet their individual needs.
- To organise and coordinate with patients, relatives and various outside agencies the requirements of patients with complex discharge needs.
- To report daily and escalate information relating to any delayed discharges and regularly review actions being taken to address the delays.
- To progress chase each patient through their hospital stay ensuring diagnostics and results are delivered and reviewed in a timely manner.
- Communicate with nursing & medical colleagues ensuring all staff are up to date on discharge plans and projected discharge dates for each patient.

RESPONSIBILITIES:

- 1) To ensure that patients achieve timely and efficient discharge.
- 2) To ensure all patients have discharge planning commenced at the point of admission with clear plans in place. Ensuring discharge dates are recorded, reviewed and updated daily in collaboration with the medical teams.
- 3) Liaise with nursing staff to identify patients with complex and multiple discharge planning needs which require intervention and work with the discharge team to ensure all appropriate referrals are made and the patients needs are met in a timely manner in order to prevent delays.
- 4) To troubleshoot avoidable delays in regard to systems and processes related to diagnostic tests /results etc.



- 5) To ensure discharge planning has an updated list of delayed discharges on a daily basis
- 6) Ensure that there is day to day liaison with patient flow and bed managers to identify expected and potential discharges.
- 7) Work with medical colleagues to ensure patients are identified for review and discharge outside core working hours.
- 8) Liaise and communicate with patients, relatives and carers, staff in the community, social services, voluntary agencies etc. to develop an optimum plan for the patient and/or family/carers.
- 9) Provide Information and support to patients, families and staff in relation to their discharge.
- 10) Attend and support the nursing staff at multi disciplinary meetings and participate in case conferences as required.
- 11) Ensure all IT systems are regularly reviewed and updated and reflect the wards activity.
- 12) Assist in monitoring reports of effective bed management as requested
- 13) Maintain a current resource list and ensure that there are up to date resource files on the ward regarding district nursing services, rehabilitation services, voluntary services, social services, community services and updates relating to the discharge planning process.
- 14) Contribute to any new initiatives relating to bed management by attending meeting and participating in sub groups.
- 15) Support & educate colleagues about the discharge process and put in place measures to ensure discharge is prioritised and is an essential element of the patients experience in hospital.

GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.



This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.

PROBATIONARY PERIOD:

This post is subject to the successful completion of a probationary period of 6 months within which the notice period for both you and Bedfordshire Hospitals NHS Foundation Trust is four weeks.

STANDARDS

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information)

You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You have an obligation to report any non-compliance through the Trusts Incident Reporting process.

All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

PRIVACY STATEMENT

The Trust is committed to protecting the privacy and security of your personal information. Information about you will be kept by the Trust for purposes relating to your employment. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data



protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.

The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.

The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

PROMOTING EQUALITY

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

INFECTION CONTROL:

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions.



SMOKE FREE

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

DISCLOSURE REQUIREMENTS:

A risk assessment has indicated that a DBS disclosure is both proportionate and relevant to this position. Any person who is conditionally offered this post will be required to undertake a DBS check in this respect.

The Trust guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

The Trust ensures that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position sought could lead to a withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position or circumstances and background of your offence. Please be aware that the Trust has a Policy containing a more detailed Code of Practice that meets the standards specified by the Disclosure and Barring Service relating to the fair use of criminal record information and the appointment of persons having a criminal record.

Note: Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body.

If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Manager at the Trust, in confidence, for advice.

ASSISTANCE WITH TRUST PROCESSES

Any member of staff who is a manager at band 7 and above may be asked to take part in disciplinary and appeals processes in line with the Trust's policy. Appropriate training and support will be provided by the Employee Relations Team.