

JOB DESCRIPTION

POST: Hounslow Falls and Bone Health Service Clinical Lead Occupational Therapist

BAND: 7

ACCOUNTABLE TO: Service Manager for Hounslow Specialist Integrated Services

KEY WORKING RELATIONSHIPS:

- All departments and healthcare professionals within Hounslow and Richmond Community Healthcare NHS Trust (HRCH)
- Primary Care Network including Physicians Associates
- Primary Care including GP's
- GP Support Service
- Acute hospitals including Specialist Falls Clinic
- The London Borough of Hounslow
- London Ambulance Service
- Care Homes and Care Home Support Team
- Dementia Services of West London Trust and HRCH
- Voluntary and partnership organisations e.g. Age UK

JOB PURPOSE:

The overall aim of the service is to reduce admissions to Secondary Care as a result of a fall, reduce the incidence of fractured neck of femur and other fragility fractures and reduce permanent admissions to care and nursing homes due to falls. The service also aims to facilitate a reduction in fear of falling and educate patients and carers regarding falls prevention and how to access local preventative services.

Available to patients with a Hounslow GP, The Falls and Bone Health Service offers a multi-disciplinary risk management approach to those who have fallen or are worried about falls, and bone health management and fracture prevention for adults aged 50 and over.

The team is multi-disciplinary and includes:

- Occupational Therapists
- Physiotherapists
- Therapy Assistants
- Podiatrist
- Dietitian

- Nurse

The Clinical Lead Occupational Therapist will work alongside the Clinical Lead Physiotherapist to provide clinical leadership and day to day management of the Hounslow Falls & Bone Health Service. The post holder will be responsible for developing clinical pathways in and out of the falls service to improve the patient experience and reduce the number of people who fall.

The post holder will support the team in the delivery of the service with patients and their carers to offer a multi factorial falls risk assessment followed by a range of specialist multi-disciplinary interventions which may include:

- Comprehensive interventions championing the importance of occupational performance in the context of falls prevention.
- Exercise Programs and intervention to modify functional performance and self management
- Medical assessment from primary care or specialist clinic
- Education as appropriate from the multi-disciplinary team (MDT)

The service is delivered through multiple site clinics and home visits. The post holder will work flexibly and be mobile across the Hounslow Borough and in hospital settings.

KEY RESPONSIBILITIES

- Responsible for day to day operational management, planning, co-ordinating, delivering and evaluating the Falls Prevention & Bone Health Service.
- Contribute to business planning and service development of the Falls Prevention & Bone Health Service, by providing timely advice and information on all matters relating to the specialty and the team.
- To work collaboratively as a lead practitioner in falls prevention and a specialist resource for other healthcare professionals in HRCH.
- Triage referrals received from GPs, other health professionals and others, being aware of quality & appropriateness of referrals, and deal with these as necessary.
- Use advanced theoretical and practical knowledge to identify patients for referral to the specialist consultant led falls clinic, GP or other health disciplines as appropriate.
- Provide holistic, multifactorial falls risk assessments and comprehensive fracture risk assessments and bone health management for clients who are at risk of, or worried about falling.
- Use specialist clinical reasoning skills to provide support and advice to other staff whilst maintaining a case load as an autonomous practitioner which includes complex patients.
- Promote the Falls Prevention Service to, and work in collaboration with, other community providers working with this client group, such as primary care, social services and the

local authority, as well as voluntary organisations, to provide a co-ordinated, multi-agency approach to falls prevention.

- Comply with the relevant professional body Core Standards of Practice and Health Professionals Council Standards of Performance Conduct and ethics of all other relevant national and local policies and procedures.

CLINICAL RESPONSIBILITIES

- Professionally and legally responsible and accountable for all aspects of own professional activities, within Hounslow and Richmond Community Healthcare NHS Trust, including the management of clinical risk within own patient caseload.
- Responsible for promoting appropriate referrals to the service, their clinical triage, recording and prioritisation of all referrals received from GPs and other Health Professionals.
- Carry out and prioritise own clinical caseload, working as an autonomous practitioner, and monitor the caseloads of team members to ensure that an efficient and effective Falls Prevention Service is provided to all who are referred.
- Provide holistic, multifactorial falls risk assessments and comprehensive fracture risk assessments and bone health management for clients who are at risk of, or worried about falling.
- Use specialist clinical reasoning skills to provide support and advice to other staff whilst maintaining a case load as an autonomous practitioner which includes complex patients.
- Perform specialist assessment of patients with diverse presentations and complex physical and psychological conditions, working both autonomously and as part of the multidisciplinary team.
- Identify patient needs, develop and deliver individual treatment programmes based on a sound knowledge of evidence-based practice and treatment options using clinical assessment, reasoning skills, use of appropriate outcome measures and knowledge of treatment skills.
- Work with patients to identify and agree treatment goals based on assessment outcomes, which demonstrate an appreciation of the complex interaction of risk, safety, patient choice, independence, areas of conflict and eligibility for services.
- Gain appropriate informed consent for treatment and ensure patient understanding of treatment proposals. Where not possible, understand the legal framework for working with patients who lack the capacity to consent to treatment.
- Evaluate patient progress through person-centred reviews and alter treatment programmes if required in partnership with other professionals in the multi-disciplinary team.

- Facilitate service user choice and empowerment through promoting independence, through the timely provision of information, advice, and support to ensure service users maintain independence for as long as possible.
- Facilitate service users and carers in the development of falls prevention plans, which meets their needs and offers the widest possible flexibility and choice allowing them to take control of their short-term goals.
- Carry out comprehensive assessment of occupational performance, considering all performance components with the aim to mitigate identified risks of falling including specialist intervention to enable and sustain change in daily routines, habits and behaviours whilst also considering the provision of aids, equipment and home adaptations to maximise patients' independence and ensure the patient is sufficiently trained regarding their safe use.
- Apply a broad knowledge and skill base to assess occupational performance to identify all factors leading to falls or falls risk within a patients daily life and routines. Enable the team to champion change for patients in order to reduce risk, develop meaningful treatment and self-management programs the enable patients to take ownership and sustain change in lifestyle and routines so reducing future falls risk.
- Organise and participate in the running of the patient strength and balance exercise classes. To re-evaluate the outcomes of the classes and adjust programmes as required.
- Develop individual exercise programmes for housebound patients to be carried out by the therapy assistants under delegated responsibilities, providing clinical supervision and review.
- Facilitate service user choice and empowerment through promoting independence, through the timely provision of information, advice and support to enhance patient health and wellbeing promoting lifestyle behavioural change to promote self-management and reduce dependence on healthcare resources.
- Demonstrate safe and efficient moving and handling skills based on a sound risk assessment and address all risk areas associated with individual patient's ability to function.
- Work safely at all times being responsible for safe use of clinic equipment and gym apparatus by self and others.
- Identify situations where service users are deemed to be at risk, including situations where people may be neglected or abused in accordance with the Adult Safeguarding policy.
- Ensure the highest level of data quality for all information recorded, ensuring that the information is consistently timely, accurate and complete to ensure the service meets all statutory recording requirements.
- Establish robust communication channels with the multi-disciplinary team and participate in relevant team meetings/caseload reviews to contribute to the discussion and planning of client care. To use these forums to seek opinion from the team to inform own caseload analysis and reasoning as appropriate.

- Responsible for own and team caseload and be consulted frequently for specialist advice and guidance by junior and senior team members and other health care professionals both within and outside the Trust.
- Establish robust communication channels with the multi-disciplinary team and lead team meetings/caseload reviews and planning of client care discussions. To use these fora to seek opinion from the team to inform caseload analysis and service planning.
- Ensure all team members and students attain competency prior to prescribing or use of equipment through teaching, training and supervision of practice.
- Provide oversight and supervision of the therapy assistants delegated caseload of patients who may require a range of MDT prescribed interventions.
- Provide a delegated structure of clinical supervision for all team members and students, providing formal and informal supervision and support on clinical issues.
- Co-ordinate the induction and education of new staff, clinical students, and work experience students.

SERVICE DELIVERY RESPONSIBILITIES

- Provide oversight of the triage of referrals received from GPs, health professionals and others, being aware of quality & appropriateness of referrals, and deal with these as necessary.
- Lead pathway design and promotion of the service to encourage new sources and routes of referral to optimise the scope and impact of the service.
- Responsible for the organisation, planning and provision of clinics to meet service delivery needs.
- Oversee the organisation of group classes including sourcing of estates, exercise programme content, class numbers and outcome evaluation. Monitor and evaluate the effectiveness of patient exercise classes via clinical audit, and adjust programmes as required.
- Monitor and evaluate effectiveness of interventions/treatments using outcome measures, including patient reported outcomes and progress.
- Lead the planning, development, and delivery of training to relevant groups such as healthcare professionals and other key stakeholders.
- Lead service developments and drafting of associated clinical guidelines, standard operating procedures and evidence for regulatory inspection.
- Take a lead in the planning, audit and evaluation of practice to implement change to clinical guidelines, care pathways and protocols for continuous service improvement.
- Responsible for maintaining and improving all aspects of clinical governance, evidence-based practice and quality assurance as a foundation for delivering high quality care and its implication for risk assessment in work situations

- Ensure that all patient records and documentation in the service area are maintained in line with relevant professional & local standards and use of the electronic patient records system.
- Lead, attend and actively participate in team, departmental, service manager and other relevant meetings.
- Provide accurate and timely data/statistics to the service manager so that the resultant activity report can be a reliable tool to assist in performance analysis.
- Ensure that users of the Falls & Bone Health Service have a voice in the planning, delivery and evaluation of services.
- Contribute to the development of collaborative initiatives through the Hounslow Falls Prevention Steering Group.

MANAGERIAL RESPONSIBILITIES

- Demonstrate excellent leadership, organisational, time management and prioritisation skills to meet the unpredictable and conflicting needs of the service ensuring it is efficient and effective.
- Responsible for the daily management, supervision and co-ordination of department. This includes teaching provision, staff appraisal, performance management, informal grievance, sickness matters and disciplinary actions if and when necessary and with support from the senior management team.
- Responsible for operational management of the team, allocating and organising the work of staff to meet service priorities on a daily basis or as appropriate.
- Responsible for team member's compliance with statutory and mandatory training, supervision, appraisal and continuing professional development policies.
- Provide statistics and data analysis reports regarding the month end performance using SystemOne and other databases in an accurate and timely manner.
- Be responsible for the recruitment of staff to the department, including design of the advert, completion of the relevant paperwork, short listing of applicants, interviewing and co-ordinating the recruitment process.
- Cascade service and corporate strategic information to staff within the team, whilst being sensitive to their levels of understanding and prior knowledge.
- Implement Trust policies and protocols within the team, lead on the development and implementation of departmental clinical protocols and pathways, and advise and inform other departments falls prevention protocols.
- Participate in the updating of the Trust Falls Policy; collaborating with others to ensure it reflects and guides practice across the trust.

- Ensure that all medical devices & equipment used within the services are maintained appropriately, and to ensure that all staff are trained to use any equipment which they may need to in a safe and effective manner.
- Ensure regular and ongoing risk assessments are carried out to promote the safety and wellbeing of patients and staff to ensure a safe working environment at all times.
- Report any near miss or adverse incident and complete the NHS Incident Record Form as required in Trust/National Policy and this particularly applies to falls that occur whilst patients are attending HRCH premises.
- Ensure that all members of the team comply with departmental health and safety standards including the prompt recording of all accidents and incidents according to Trust policy.
- Report all potential complaints and be well versed with the trusts formal complaints procedure.
- Promptly & thoroughly investigate and report on all complaints and SI's, following root cause analysis principles, working closely with the Patient Experience Manager and adopting a Being Open approach.
- Disseminate learning from incidents & complaints to the team.

FINANCIAL RESPONSIBILITIES

- As delegated budget holder, manage the service delivery within budget; recruiting staff and approving orders of supplies within the budget allocated. Alerting line manager to any challenges to achieving year end within budget, to formulate remedial actions to be implemented.
- Implement savings plans identified by the service manager where opportunities or overspending is indicated.
- Responsible for the safe storage, control, maintenance and use of clinical supplies and equipment to ensure available and returned to stock in line with service protocols.
- Approve hours worked by bank and agency staff.

TRAINING/EDUCATION RESPONSIBILITIES

- Provide specialist advice, teaching and training to other professionals regarding the management of patients at risk of falling. This may be to small or large groups and may include GPs, Nurses or other Allied Health Professionals, local authority staff, voluntary groups or members of the local community.
- Provide a suitable learning environment for less experienced staff and students, including identifying appropriate teaching and supervisory programmes. To ensure appropriate caseload experience and levels of supervision.
- Maintain own competency to practice through personal development activities furthering specialist knowledge within a particular field incorporating evidence-based practice.

- Comply with statutory and mandatory training in accordance with HRCH Trust policy and professional body requirements.
- Be responsible for maintaining own competency to practice through Continuing Professional Development (CPD) activities developing specialist knowledge within the field of Falls Prevention, incorporating evidence-based practice. Maintain a portfolio, which reflects personal development and encourage all members of the team to do likewise.
- Review and reflect on practise and identify areas for personal development via regular clinical and professional supervision.
- Participate in the staff appraisal scheme as an appraisee and be responsible for complying with your agreed personal development programmes to meet set knowledge and competencies.
- Lead, plan, actively participate in the in-service education programme.
- Supervise, educate and assess the performance of therapists and therapy assistants, in line with the professional and Trust standards of clinical practice, and apprenticeship standards, where appropriate.
- Planning and provision of the induction and education of new staff.
- Supervise, educate and assess the performance of therapy students; working with universities to ensure the standard of practise meets the standard set by the degree level qualification.

RESEARCH AND DEVELOPMENT

- Promote the use of evidence-based practice during the teaching and supervision of more junior staff.
- Initiate and ensure effective networking in local and national clinical interest groups to ensure updated and researched based approaches to treatment.
- Demonstrate the ability to critically evaluate current research and apply to practice and ensure this is shared with appropriate colleagues.
- Initiate and carry out organisational wide and service audit and evidence-based practice projects, make recommendations and implement changes to improve the service.
- Facilitate personal and team development of evidence-based practice, rehab techniques and specialist knowledge related to falls and fracture prevention using relevant reading, attendance at in-service training, external courses and database searches.
- Develop operational standards to deliver the commissioned service based on a good working knowledge of national standards and best evidence, including the NSF for Older People, NICE guidelines and the NPSA, and ensure that these standards are monitored and adhered to all by all members of the department.

- Develop and use performance outcome measures and audit to monitor the clinical effectiveness of interventions.

OTHER GENERAL DUTIES

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.

The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

Duties and responsibilities as set out in this job description might be reassigned in order to reflect developments within the Trust or operational needs.

This job description is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken.

HRCH is constantly evolving and subject to change, therefore this job description is subject to review dependent on the needs of the service. Any amendments will be discussed with the post holder.

This post is subject to the Terms and Conditions of Employment of HRCH.

VALUES

All staff are expected to act as a role model to others and consistently reflect and demonstrate the Trust values of *care, respect and communication* in all aspects of their role.

CONFIDENTIALITY

All employees must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable for disciplinary proceedings in accordance with the Trust's Disciplinary Policy. No confidential information may be read, discussed, disclosed or passed on unless it is necessary in the pursuance of the legitimate duties of the role.

Data Protection Legislation also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

HEALTH AND SAFETY

The post holder is required to make positive efforts to maintain his/her own personal safety and that of others by taking reasonable care, carrying out the requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with Trust policies on Health and Safety.

All staff must attend mandatory/statutory training and ensure any risk observed is reported in the appropriate way.

RISK MANAGEMENT

The postholder will operate in accordance with the trust Risk Strategy to ensure that patients, visitors and staff are protected from harm and that systems are in place to ensure that all risks are proactively managed to safeguard against impropriety, malpractice, waste or failure to provide value for money.

The postholder will identify risks to their own and the Trust's objectives and add these to the risk register as required at the appropriate level. Directors are responsible for the identification, assessment and management of risk within their own area of responsibility. They are responsible for managing their risks on the BAF and TRR. They have authority for current risks of 12 and over. They are also accountable for day to day management of services and the risks inherent within that operation.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality, individual rights, Information Security and know how to deal with a request for access to personal information and to how to report any data breaches. All staff will complete the mandatory Data protection training

The post holder must be familiar with and comply with the Data Protection Principles contained within the Data Protection legislation and the Caldicott principles of information sharing.

EQUALITY AND DIVERSITY

The aim of Hounslow and Richmond's Community Healthcare NHS Trust's policy is to ensure that no job applicant or employee is discriminated against, either directly or indirectly, on the grounds of race, colour, creed, sex, marital status, sexual orientation, disability, age, nationality, religion or belief, ethnic or national origins.

Hounslow and Richmond Community Healthcare NHS Trust is committed to promoting equality and diversity and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs.

Staff have a responsibility to treat colleagues, clients and members of the public with respect. Acts of harassment or discrimination are deemed to be gross misconduct in accordance with the Trust's Disciplinary Policy.

This applies to all staff working in Hounslow and Richmond Community Healthcare NHS Trust.

RESEARCH GOVERNANCE

Hounslow and Richmond Community Healthcare NHS Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

INFECTION CONTROL

Hounslow and Richmond Community Healthcare NHS Trust considers compliance with the Infection Control Policy and Procedures, including hand hygiene, to be the responsibility of all employees who work in clinical areas. Failure to do so will result in disciplinary action being taken against an employee in accordance with the Trust's Disciplinary Policy.

As an NHS Trust we strongly encourage and support vaccination uptake as this remains the best line of defence against COVID19.

PERSONAL DEVELOPMENT

All employees are required to participate in the Appraisal and Personal Development Planning (PDP) process which identifies development and learning needs.

As an employee of a health promoting NHS all staff should be aware of the borough's public health priorities. These priorities should be reflected, where appropriate, in your work plan in a quantifiable form.

SAFEGUARDING ADULTS AND CHILDREN

All staff are required to ensure that they have the required level of safeguarding training appropriate to their role within the organisation and abide by the Trust's Safeguarding Adults and Safeguarding Children policy.

PROFESSIONAL / MANAGERIAL CODES OF PRACTICE

The NHS Code of Conduct for NHS Managers outlines the central standards of conduct expected of NHS Managers and seeks to guide them in the work they do and, in their decision, making. The Code is also intended to assure the public of the high professional standards and accountability within NHS Management.

The Code applies to all Chief Executives and Directors in the NHS and also to other Senior Manager positions with a similar responsibility and accountability. The Code applies to this post and the post holder will be required to abide by its terms.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.