

Job Description & Person Specification



Job Title: Community Matron
Islington Urgent Response and Recovery Team (IUURT)
Grade: Band 7

‘Helping local people live longer, healthier lives’

Job Description

Title: Community Matron -Islington Urgent Response and Recovery Team (IUURT)

Grade: Band 7 (Inner London)

Hours: 37.5 hours a week, full time

Annual Leave: 27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service.

Department: Islington Urgent Response and Recovery Team (IUURT)

Responsible to: Islington Urgent Response Operational Lead

Accountable to: Islington Urgent Response Service Manager

POST SUMMARY

The post holder will work in the Islington Rapid Response and Virtual Ward (RRVW) team which is part of the wider multi-agency Islington Urgent Care Response service which supports hospital discharges and admission avoidance.

RRVW is co-located and integrated with therapy and adult social services colleagues and aims to respond to patient referrals in the community within 2 hours to prevent admission to hospital.

The post holder will primarily be working in Islington borough but may be required to see patients in other NCL boroughs and may need to support UCLH@home, NMUH VW.

Working autonomously, the post holder will have continuing responsibility for proactively monitoring and managing, patients on the caseload. The post holder will be expected to develop skills in physical assessment, diagnostic reasoning and nurse independent prescribing and use these both in the community and ambulatory care Centre setting. Using these skills will assist in the recognition of early symptoms of disease exacerbation, acute illness and injuries. The post holder will be expected to co-ordinate care and navigate the patient through pathways across the primary, secondary care interface, including the prevention of unnecessary admissions, facilitating appropriate ones through in-reach case finding in both the hospital settings also via Community referrals.

Care, compassion, competence, communication, courage and commitment will underpin all care delivered as well as Standards for Better Health Care, National Service Frameworks, the long-term conditions agenda, hospital avoidance and care closer to home.

The post holder will be a senior nurse within the RRVW service and therefore act as a clinical leader and role model to staff within the service, offering clinical advice on the care of patients with complex needs as required. They will work with colleagues and managers

to support the integration of care pathways and patient care across community and acute settings. This post will also involve in reach into the hospital settings.

MAIN DUTIES

- Facilitate the early discharge of patients from the Whittington Health and UCLH inpatient wards and complete their recovery in the home environment by working collaboratively with the AEC Consultant.
- Be aware of and utilise appropriate resources within the RRVW team and in the provision of total patient care. To manage the team on a day to day basis, supporting junior staff with decision making and skills development.
- Act as a link nurse to AEC consultants, GPs, Community Nurses, LAS, Social Services and other relevant professional areas as necessary.
- Undertake a comprehensive baseline assessment for each identified patient in conjunction with the AEC consultant, patient, relatives, carers and patient care team.
- Use the assessment to agree and implement a patient held personalised plan of care to be agreed with the patient, relatives and carers and the patient care team.
- Ensure that there are effective communications with other agencies (including Out of Hours Services) about care plans and maximise the input of these agencies to support patients at home.
- Promote self-management and health gain through patient education and health promotion activity.
- Undertake prescribing as required and to ensure that medications are reviewed and highlight possible interactions and changes in line with Whittington Health Nurse Prescribing policy.
- Perform and document episodic examinations to support proactive monitoring of chronic diseases and identification of early symptoms of exacerbation and liaise with professionals including the Lead Matron as necessary.
- Work collaboratively with the AEC consultant or GP (as agreed) and liaise following any significant event, to review and amend treatment.
- Ensure that as far as possible the patient care is provided in the community and to work with the AEC consultant, ward consultants and/ or General Practitioner and patient care team to facilitate this and reduce hospital admission.
- Ensure that all discharges from the caseload are discussed and agreed with the patient care team.

- Work with secondary care to identify patients suitable for discharge and community management and be proactive in pursuing this.
- Lead by personal example of best infection control practice at all times.

Leadership

- Assist in evaluating the effectiveness of the service in relation to patient outcomes.
- Act as a role model in assisting to develop the practitioner role according to service demand and evolving models of care.
- Provide senior clinical advice relating to patients with complex needs to the RRVW team.
- Undertake duties as delegated by the Lead Matron; this may include standard setting, clinical audit and benchmarking in order to ensure the delivery of effective, evidence-based care.
- Work with colleagues and users, to identify the changing needs of Whittington Health and the population it serves and promote practice that is dynamic, efficient, innovative and continuously improved in its relevance and responsiveness to the needs of clients and patients.
- Assist in developing strategic initiatives to reduce and avoid unnecessary hospital admissions and move forward community long term conditions management and integrated working agendas.
- Use information technology and ensure that relevant and up to date information on clinical and service developments are provided to agreed timescales.
- Participate in managing and co-ordinating the work of the junior staff, offering support and development as appropriate.
- Assist in the recruitment and selection of staff for the team and to participate in induction and orientation programmes as appropriate.
- Promote good communication, employment practices and relationships within the team.
- Participate in (and lead where appropriate) team meetings.

Risk Management

- Assist in ensuring that clinical risk is assessed and managed in line with professional and Whittington Health standards.
- Ensure that comprehensive risk assessment and management strategies are

incorporated into all patient assessment and care

- Ensure that the information contained in any Comprehensive Risk Assessment is responsibly shared with members of the Multidisciplinary team, Social Services and other agencies in order to appropriately manage and reduce risk.
- Adhere to Whittington Health and Safety guidance at all times and to lead by personal example of good practice.

Record Keeping

- Ensure accurate, contemporaneous records are kept that facilitate safety and continuity of patient care. This is to include both paper and electronic records kept within the office and in the patient's own home.
- Ensure accurate statistical data is promptly submitted in line with Whittington Health Guidelines.

Quality

- Work within Whittington Health Quality and Assurance Standards including the monitoring and reviewing of quality standards, policies and protocols as required within the service.
- Take the service lead in areas where there is a specific nursing need as agreed with the Lead Matron.
- Ensure that the care given meets the standards and policies set by Whittington Health. To inform line management of constraints that will prevent these standards from being met.
- Respond promptly to any incident where service quality has fallen below an acceptable standard and report to the Lead Matron. To investigate such incidents and set action plans to ensure that identified weaknesses are resolved.
- Investigate complaints and clinical incidents as delegated by the Lead Matron making recommendations about changes to practice and service that may result.

Professional Development and Responsibilities

- Act within the Nursing and Midwifery Council "The Code (2018 revised)"
- Undertake further educational qualifications and training in order to increase professional knowledge and remain updated
- Participate in research projects, clinical audit and/or innovations following agreed policy and protocol, leading on these in certain areas as agreed with the Lead Matron.

- Contribute to the development of the RRVW by participating in working parties, committees and planning and discussion groups as agreed with Lead Matron.
- Submit timely information relating to service performance indicators and the Quality and Assurance Department.
- Regularly participate in clinical supervision and act as a clinical supervisor to junior staff.
- Where the post holder has particular expertise, act as advisor/resource person to other staff.
- Participate in training as appropriate of undergraduate student nurses, NVQ candidates, staff nurse's competency framework participants, GP trainees and other trainees.
- Participate in resource projects and health promotion programmes as requested.
- Perform teaching sessions for staff in a variety of settings.
- Undertake duties as delegated by the Lead Matron.

Research

- To participate in agreed research projects, clinical audit and/or innovations subject to discussion with and following agreed policy and protocol.
- To contribute to the development of RRVW by participating in working parties, committees and planning and discussion groups

Equal Opportunities

Our latest policy known as "Promoting Equality, Diversity and Human Rights" outlines the Trust's commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality> "

<https://www.uhnm.nhs.uk/media/1228/hr12-equality-and-diversity-vers-7-feb-17-feb-20.pdf>

Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies; especially hand hygiene

Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Safeguarding children and child protection

It is the responsibility of all staff to safeguard children and promote their welfare. Child protection issues if identified must be notified promptly in accordance with trust policy and procedures.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

Whittington Promise to Patients

Whittington Health expects its employees to communicate with colleagues, patients and visitors in a polite and courteous manner at all times. You are expected to contribute to improving our patients' experiences by delivering the Whittington Promise:

- We will be clean
- We will be welcoming and caring



- We will be well organised
- We will offer the best possible treatment
- We will give you information and listen to what you tell us

Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

