

# Candidate Brief

## Specialist Community Dietitian for Adults

April 2024.

## **Welcome to Epsom and St Helier University Hospitals NHS Trust**

Thank you for showing an interest in working with us at Epsom and St Helier – a family of more than 7,000 colleagues.

We are truly an integrated health and care Trust. In simple terms, that means that as well as the services we provide at our acute care hospitals (Epsom in Surrey and St Helier nearby in south west London) we work with local GPs, mental health services, community providers and local authorities, with the joint aim of preventing local people from becoming unwell, and when they do, that they receive the right care, in the right place, with the right support.

So, as well as great hospital care, together we offer an increasing range of services. These include adult community health, sexual health and children's therapies. Many of these community services are run by the partnerships we host, Surrey Downs Health and Care and Sutton Health and Care.

Continuing the partnership theme, we also host and run some exceptional hospital-based services including the South West London Elective Orthopaedic Service – rated 'Outstanding' by the Care Quality Commission (CQC) – and we also have the largest nephrology (care around kidney disease) service in the UK, that isn't co-located with a transplant service.

We also work as part of the St George's, Epsom and St Helier Hospital and Health Group, with a shared leadership and increasing collaboration to develop stronger clinical and corporate services between two major providers serving Surrey and South West London.

These partnerships are at the forefront of joining together health and care for local people, and part of the national NHS ambition to provide the best care locally.

In autumn 2019, as an entire Trust, we moved up to become rated 'Good' by the CQC and we seek to continually improve. As part of that, we have secured £500m as part of the government's Hospital Infrastructure Plan to enable us to build a brand new Specialist Emergency Care Hospital in Sutton and finish the refurbishment of the existing buildings on the Epsom and St Helier hospital sites.

We are committed to making all of our work places great places to work, with the right support and culture to help you excel. We spoke with more than 3,000 colleagues about what makes a good day at work and as a result introduced a new core value – 'Respect'. And as a result 'Respect' is at the heart of everything we do. This means we want everyone who works with us to be able to do the best that they possibly can with opportunities available for everyone to grow and develop. It also means that there is no place for bullying, racism, discrimination or other poor behaviours.

We continue to develop as a Trust and with our partners. There is lots to do and we welcome you to help us on that journey, starting with the following job description, which we hope inspires you to be part of our success.



## 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.



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.

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).

## Job Description

**Job Title:** Specialist Community Dietitian for Adults

**Grade:** Band 6

**Hours of work:** 24.5 hours per week

**Working Pattern:** To be agreed.

**Site:** Community sites in Sutton.

**Responsible to:** Service Managers for Adult Community Dietetics.

**Accountable to:** Lucy Botting, Director of Sutton Health and Care.

### Role of the department

The Adult Dietetic service provides specialist dietetic support to individuals aged 18 and over, and registered with a Sutton GP, including oral nutrition support, enteral feeding, management of gastrointestinal conditions, food allergies and nutritional deficiencies. The service also provides specialist weight management support for clients with a learning disability. The service provides this support in both a domiciliary, including care home, and clinic setting.

### Job Summary

The post holder will provide holistic and person centred care to all patients who access the service. They will assess and treat patients with a range of nutrition related conditions in the own home, in care/residential or supported living home or in a clinic setting.

### Vision and Values

Our vision is to promote independence and health, to deliver high quality, to provide care within the heart of the patient's community. We are looking for employees who aspire to excellence, share our values & vision and can play a crucial role in our on-going achievements.

**Respect** – value and respect other people's knowledge, experience and skills. Listen and act on feedback, be fair and kind. Promote independence.

**Compassionate, high quality care** – patients are respected and are equal partners in their care. Team goals are patient centred and improvements bottom up.

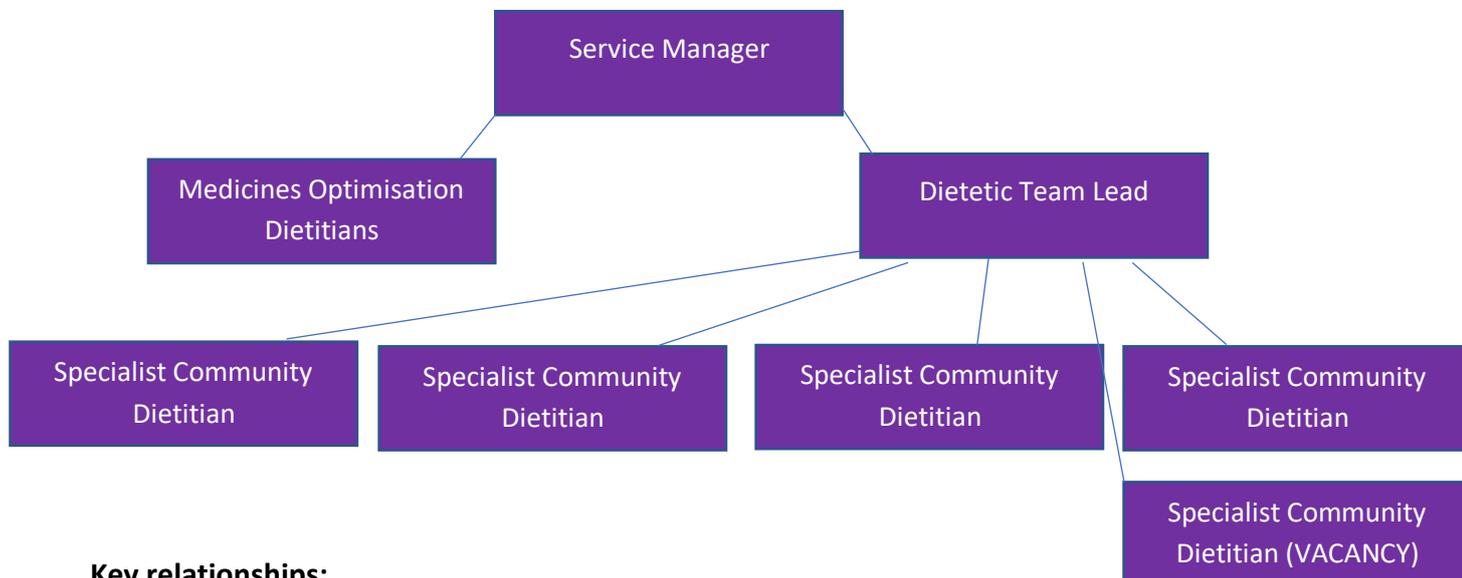
Together with you, in your local community

**Innovation for excellence** – empower and listen to staff, try new ideas and be brave. Research, upskill and champion digital technology. Set the gold standard.

**Integrated partnership/teamwork** – All staff work together and learn from each other. Strengthen team work via team events and buddying. Align IT systems and uniform.

**Person centred care** – Involve patients in service co design and make it easy for feedback to be given. Ensure safe staffing levels, reduce waiting lists and ensure GPs are involved in our service improvements.

### Department Structure Chart:



### Key relationships:

- Epsom and St. Helier University Hospitals NHS (host for the contract)
- PCN networks
- General Practitioners across Sutton
- London Borough of Sutton
- Social care
- SWL Integrated Care System
- Sutton GP Federation
- South West London and St. Georges Mental Health Trust
- Third sector and voluntary groups
- NHS England and NHS Improvement
- Nutrition Feeding Company
- Acute Dietetic Services

**Responsibilities & Results:**

**Clinical**

- To work autonomously to provide expert dietetic advice and therapeutic support to patients, their family, carers, support network and other healthcare professionals. This will require collation and interpretation of highly complex information including:
  - Nutritional assessment, diagnosis and interpretation of biochemistry, haematology, anthropometrical data, clinical condition, and diet history.
  - Use of dietary analysis programmes to assess nutrient intake.
  - Development of treatment plans which include calculation of nutritional requirements, client centred goals and treatment outcomes.
  - Use of a holistic approach to support patients, and their support network, to make changes to their diet and lifestyle choices to support their nutrition goals.
  - Use of a food first approach to achieve specific patient centred goals.
  - Recommendation of dietary treatment using Advisory Committee on Borderline Substances (ACBS) products for conditions adhering to professional/clinical guidelines and supporting the organisation's agenda for cost and clinically effective Oral Nutrition Support (ONS) prescribing.
- To provide practical and safe tube feeding plans to patients and/or carers for use in the community.
- To advise on and order specialist nutrition and ancillary products to support safe and effective home enteral feeding.
- To manage dietetic caseload ensuring high quality dietetic care is provided. This will include the review of patients, at appropriate intervals, according to prioritisation criteria and clinical judgement.
- To work in an effective manner with other professionals as part of a multidisciplinary team, communicating effectively with other team members and the wider Health & Social Care network to promote timely interventions. This includes Dietetic colleagues, Home Feeding Company Nutrition Nurse, Speech and Language Therapists, Community Nursing Teams, Care Provider Organisations; Day Services, Respite Services and Social Services.
- To use professional judgement and clinical expertise to independently interpret and analyse complex situations and information, to formulate treatment plans according to evidence based practice, and to modify according to changes in clinical condition.

- To be clinically competent to give specialist nutrition support advice, treatment and dietary counselling to support behaviour change and monitor patient's adherence to recommendations/ dietary treatment plan.
- To communicate complex and sensitive information effectively with patients, carers & families from a wide range of backgrounds, tailored to their needs. This will include the use of interpreting services, information in easy-read and/or pictorial format, and the development of bespoke physical resources to meet individual patient/carer needs.
- To review, update and develop dietary information and education materials for patients and carers.
- To assess and gain consent, or work as part of the MDT to inform best interest decisions, and ensure understanding of condition, treatment options, risks and acceptance, which may include unwelcome or difficult to accept information (e.g. life time adherence to an artificial diet or limitations of treatment in terminal illness).
- To ensure that all appropriate reasonable adjustments are considered and implemented in the dietetic treatment of each individual patient.
- To apply developed communication, negotiation and counselling skills to empower patients to achieve long term lifestyle and behavioural changes, taking into account emotional, physical, social and psychological barriers as well as strong influences on change (e.g. depression, dementia, language difficulties, resistant attitudes, aggression, behavioural problems, and mental illness). To effectively use interpreters, sign language, information technology, accessible information or other means of communication appropriate to the clients requirements.
- To discuss complex ethical issues with service users and health professionals.
- To participate in multi-disciplinary/multi-agency collaborative workings to promote continuity of care.
- To adhere to the Mental Capacity Act (2005) and contribute to best interest meetings when required.
- To use clinical judgement to refer clients to other services and professionals when appropriate.
- To provide timely and informative reports and discharge summaries for GPs, consultants, other Allied Health Professionals, nursing and other Health & Social Care staff.
- To be ultimately responsible for managing a clinical caseload.

- To be professionally and legally accountable for all aspects of own work and ensure that own work is within professional standards and clinical guidelines.
- To be responsible for complying with legal and professional confidentiality guidelines at all times.

#### **Audit/Research/Quality Improvement**

- To actively participate in audit as required.
- To assist in the measurement of performance indicators for the service.
- To participate in identified departmental working groups as agreed with the Service Manager.
- Contribute to the development of knowledge in the field of the dietetic treatment of patients.
- Support the implementation of evidence based practice.

#### **Education and Training/Self-Development**

- Delivery of training for care home staff in the identification and first line management of common nutrition related conditions such as malnutrition.
- Identify own training and development needs and undertake appropriate training/education as required.
- Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.
- To attend all statutory and mandatory training as and when required to do so.
- To contribute to student training programmes and the development of new graduate dietitians as required.
- To regularly attend clinical and peer supervision meetings.
- Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with Sutton Health & Care and Trust's Health and Safety Policies.
- Adhere to all Sutton Health & Care and Trust Policies as applicable.

### **Communication and Working Relationships**

- Work in a team structure, liaising with colleagues, community teams and other members of the multi-professional team to ensure a high standard of timely patient care is delivered.
- To attend and contribute to regular Dietetic team meetings.
- Diffuse potentially hostile, antagonistic and emotive situations with staff, patients and relatives.
- Promote good practice and effective communication within and between hospital, community services, primary care, statutory and voluntary organisations on all matters relating to the patient.
- Work collaboratively with colleagues, specialist community teams and other members of the multi-professional team to ensure a high standard of timely patient care is delivered.

### **Human Resources**

- Adhere to all of the relevant Sutton Health & Care and Trust Policies and Guidelines e.g. sickness reporting, absence management and the uniform policy.

### **Job Description Supplementary Information**

#### **Equal Opportunities**

SHC 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.

SHC 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 the 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

### **Code of Conduct**

All staff are required to abide by their professional code of conduct as appropriate.

### **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 a safe environment 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.

### **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 environment for patients, staff and the public.

Sutton Health & Care aims to have '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 Sutton Health & Care provides a variety of risk related study days and courses. It will be important that you take note of the mandatory courses, which you must attend.

### **Safeguarding Vulnerable Children and Adults**

Sutton Health & Care 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 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 multiagency training as appropriate to their role.

### **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, Sutton Health & Care 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 healthcare 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 wide range of staff discounts, various recognition schemes and special 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 on-site.

### **Alcohol and Drugs**

The consumption of alcohol or 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.

**Sustainability**

The Trust attaches great importance to social, environmental and financial sustainability and to Corporate Social Responsibility. It is therefore, the responsibility of all members of staff to ensure that the Trusts resources are used efficiently with minimum wastage throughout their daily activities. Any environmental concerns should be discussed initially with the line manager.

**On Call Payments**

Staff at Band 8a or above on Agenda for Change are required to participate in the Senior Managers on-call rota. Payment will be in accordance with Agenda for Change unless a locally negotiated pay arrangement is agreed.

Further information and copies of the Trusts Policies and Procedures can be found on the Trust's Intranet, Via Departmental Managers or within the Human Resources Department.

This is a true reflection of the role and responsibilities. However these may change in accordance with the needs of the service that the Trust is required to deliver. Any changes required will be discussed and agreed and the job description updated.

**Approved by:** \_\_\_\_\_ **Manager** \_\_\_\_\_ **date**

**Agreed with:** \_\_\_\_\_ **Employee** \_\_\_\_\_ **date**

**Review date:** \_\_\_\_\_

## Person Specification

**Post:** Specialist Community Dietitian for Adults

**Band:** 6

*A = Application Form | I = Interview | T = Test*

REQUIREMENTS	Essential	Desirable	Method of Assessment
<b>Education/Qualifications</b>			
Relevant degree or post graduate diploma in Nutrition and Dietetics	✓		A/I/T
Health and Care Professional Council (HCPC) registration.	✓		A/I/T
Evidence of continuous professional development.	✓		A/I/T
Post graduate level qualification/training in dietetics.		✓	A/I/T
Member of British Dietetic Association (BDA)		✓	A/I/T
Member of a special interest group (e.g. Mental Health Specialist Group).		✓	A/I/T
<b>Experience</b>			
Experience in a range of clinical areas including oral nutrition support, enteral feeding and management of gastrointestinal conditions.	✓		A/I/T
Experience of managing the needs of complex patients.	✓		A/I/T
Demonstrated ability to work in partnership with other professionals /agencies in a variety of settings.	✓		A/I/T
Experience of working in the community setting including care homes.		✓	A/I/T
Experience of undertaking clinical audit and evaluation.		✓	A/I/T
Student training experience.		✓	A/I/T
Experience of working with EMIS electronic patient system.		✓	A/I/T

Skills /Abilities /Knowledge			
Advanced skills in the assessment and treatment of clients with nutritional conditions.	✓		A/I/T
Ability to apply Dietetic skills across a range of clinical conditions.	✓		A/I/T
Ability to work autonomously.	✓		A/I/T
Ability to work as a team member and promote collaborative multi-disciplinary and multi-agency working.	✓		A/I/T
Ability to problem solve, prioritise and demonstrate clinical reasoning.	✓		A/I/T
High level of communication and report writing skills (both verbal and written).	✓		A/I/T
Basic IT skills (e.g. Microsoft Word, Power point, Excel).	✓		A/I/T
Ability to manage time effectively, meet deadlines and manage work pressures and competing demands.	✓		A/I/T
Knowledge of safeguarding and incident reporting systems.		✓	A/I/T
Highly developed presentation skills to both HCPs and patients/carers.		✓	A/I/T
Knowledge of Mental Capacity Act, Consent, Best Interest meetings		✓	A/I/T
Personal Attributes			
Works in a co-operative and collaborative way with others.	✓		A/I/T
Team player but able to work independently.	✓		A/I/T
Ability to work well under stressful situations.	✓		A/I/T
Good time management and organisational skills.	✓		A/I/T
Trustworthy, confident and approachable.	✓		A/I/T
Confident in relating to a diversity of people and situations.	✓		A/I/T
Committed to an integrated approach.	✓		

Approved by: \_\_\_\_\_ Manager \_\_\_\_\_ date

Agreed with: \_\_\_\_\_ Employee \_\_\_\_\_ date

Review date: \_\_\_\_\_