



## JOB DESCRIPTION

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**POST TITLE:** Community Hospital In Reach Matron

**BASE:** Royal Berkshire Hospital, Reading

**GRADE:** Band 7

**LINE MANAGER:** Community Hospital In reach Team Lead

**PROFESSIONAL ACCOUNTABILITY:** Community Hospital In reach Team Lead

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### OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

### JOB SUMMARY

The post holder will work closely with the In Reach Team, Community Hospital Beds, Emergency Departments, Frailty Team and the Wards to reduce the stay of necessary hospital admissions by facilitating safe discharges of individuals living within West Berkshire.

The Community Hospital In Reach Matron will work autonomously to determine the needs of the patient, referring them to appropriate services, including Primary care, Community services, social services, Mental Health and Voluntary services, ensuring that a support network is in place on discharge.

The post holder will work closely with the Hospital Based Teams using knowledge of the local health, social care and voluntary landscape and will identify suitable patients for the cluster meetings. They will interface between, primary care,

secondary care, community care, social care and voluntary organisations including Out of Hours Providers (OOH).

This role includes identifying patients with developing complex health or social care needs. This could act as a trigger for patients that are reaching a tipping point on the frail elderly pathway enabling more co-ordinated care to be put in place to prevent them from becoming higher users of unscheduled services in the future.

The post holder will work within an integrated team with patients with multiple complex long term conditions, with responsibility for ensuring all health and social care needs are met to improve health outcomes, functional status and quality of life, including referring patients appropriately to relevant professionals within the health, social and voluntary environment.

## **RESPONSIBILITIES**

### **Clinical**

- To comprehensively assess patients with complex physical, mental and social care needs using advanced clinical examination skills, detailed history taking and biometric monitoring and evaluation skills.
- To have an understanding of the combined impact of all of the patient's conditions on their health and social care needs in order to improve health outcomes and quality of life.
- To identify and plan preventative measures and anticipatory care needs and develop crisis escalation (admission avoidance) plans.
- To manage multiple chronic diseases, cognitive and functional impairment and end of life care.
- To use independent non-medical prescribing skills and knowledge to facilitate treatment in a professional and timely manner for conditions within the scope of the individual's competencies in line with national legislation and local trust policies.
- To maintain accurate, contemporaneous and appropriate health records in accordance with legal, professional and local requirements, policies and protocols
- To undertake regular medication reviews with patients in collaboration with relevant other professionals eg. Hospital Staff, General Practitioners, specialist Professionals, Pharmacist
- Use knowledge and skills to order and interpret tests and investigations and to refer to other specialists in a timely fashion as the patients' individual needs dictate.
- To work as an autonomous practitioner whilst participating as a key member of the multidisciplinary team, managing and prioritising own caseload, identified through a predictive modelling tool and through clinical judgement, according to local and national guidelines and identified need.

## **Support Self-Management of Long Term Conditions**

- To work in collaboration with patients and carers, identifying self management needs and increase their knowledge of their condition, in order that they develop skills to manage their condition effectively.
- To provide the necessary tools and equipment to patients so that they can monitor their condition, identify warning signs of complications and crisis and know when to call for support.
- To provide information to patients, their carers and families so they can make informed choices about current and future care needs.
- To prepare the patient and their family for changes in condition and support choice for end of life care.

## **Care Co-ordination and Cross Organisational Work**

- To work as part of the wider community matron team providing cover for them within the integrated care team.
- As part of the wider team they will work in collaboration with the Primary Health Care Team including all health, social care and voluntary agencies to provide care for patients and their families and informal carers in their own home, within given resources.
- To negotiate and agree with patient, informal carer/family and other care professionals, individual roles and responsibilities with actions to be taken and outcomes to be achieved, referring on to other services or professions as appropriate.
- To work with the patient, relevant professionals and carers during any hospital admission or out-patient episode to ensure that discharge is facilitated in a safe and timely way.

## **Communication**

- To establish and maintain effective communication and liaison with the Acute Sector, Primary Health Care Team and other agencies involved in caring for patients in the Community i.e. voluntary and statutory agencies, relatives and carers.
- To communicate in a professional and sensitive manner with people, their relatives and carers taking into consideration their need for dignity, privacy and independence as well as their cultural and spiritual values.
- To effectively communicate at all levels of the organisation; to a variety of health and social care professionals working in primary, community and secondary care, out of hours providers, voluntary organisations and patients and carers.
- To actively develop relationships across professional/organisational boundaries which support, enhance and develop service provision for patients with complex health and social care needs.
- To liaise with Community Teams with regards to patients being discharged with complex needs, ensuring all necessary documentation and equipment is in place to ensure a smooth discharge.
- To act as advocate for the patient as required to ensure their individual needs, preferences and choices are delivered.

### **Service Development**

- To participate in audit in order to determine standards and effectiveness of practice.
- To submit statistical and contractual monitoring returns within agreed time scales.
- To use knowledge and experience to advise and influence the development of local policies, procedures and guidelines affecting the needs of those with complex long term conditions.
- To act as a change agent and innovator and lead on the development of new systems and ways of working across the whole system to meet the needs of people with complex multiple long term needs.
- To work with colleagues and managers to demonstrate that case management has been effective in reducing avoidable admission and length of hospital stay.

### **Education, Training and Development**

- To support the development of skills and knowledge of other staff and students working in the community including pre-registration students on placement within community nursing.

### **Leadership**

- To exercise leadership and judgment to ensure good clinical practices and maintain high standards of care and review these at regular intervals.
- Operationally manage junior member of the Community In Reach team, including appraisal, performance management, leave and sickness absence recording
- Manage own personal development and ensure clinical credibility through on-going professional development as well as maintain a professional portfolio that demonstrates professional competence.

### **CONTINUING PROFESSIONAL DEVELOPMENT**

- To work according to the NMC Code of Conduct and professional practice and the relevant legislative framework and exercise professional accountability at all times
- To be responsible for keeping professionally updated and registered with the NMC
- To access appropriate and relevant training opportunities that will enhance both personal and professional development
- To participate in clinical supervision in line with trust policies.

### **GENERAL**

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.

2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

## **BEHAVIOURS**

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

## **LOCATION/MOBILITY**

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

## **FLEXIBILITY**

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

## **DATA PROTECTION ACT**

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## **HEALTH & SAFETY**

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

## **INFECTION CONTROL**

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

## **CONFIDENTIALITY**

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

## **DATA QUALITY**

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

## **CLINICAL GOVERNANCE**

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

## **ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS**

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

## **SMOKE FREE**

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

## PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
<b>Education/Qualifications/Training</b> <ul style="list-style-type: none"> <li>• RGN</li> <li>• 1st Level degree</li> <li>• Leadership / Teaching qualification</li> <li>• Nurse Independent and Supplementary Prescriber Qualification</li> <li>• Post-graduate Diploma or equivalent - (e.g. Specialist Practitioner qualification (RDN Degree, diploma or Certificate in District Nursing) or post-registration qualification)</li> </ul>	<b>Application Form Essential or Desirable</b>  E E      E	<b>Interview Essential or Desirable</b>    D D	<b>Selection Tool</b>  A A A A A A
<b>Continuous Professional Development</b> <ul style="list-style-type: none"> <li>• Evidence of continual professional development</li> </ul>	E	-	A
<b>Previous Experience</b> <ul style="list-style-type: none"> <li>• 5 Years post registration experience</li> <li>• Experience of working in a variety of settings (hospital, primary and community)</li> <li>• Operational experience of supporting people with long term conditions</li> <li>• Experience of leading change</li> <li>• Management experience</li> </ul>	E E  E	D D	A/I



<ul style="list-style-type: none"> <li>• Experience of working as a change agent to improve patient care</li> </ul>		D	
<b>Knowledge and skills</b> <ul style="list-style-type: none"> <li>• Case Management skills, or willingness to develop</li> <li>• Clinical examination skills, physical examination and assessment skills (top to toe assessment), detailed medical history skills, biometric monitoring and evaluation skills, or willingness to develop</li> <li>• Health coaching skills, or willingness to develop</li> <li>• Excellent organisational skills</li> <li>• Ability to prioritise and co-ordinate workload</li> <li>• Excellent leadership skills</li> <li>• Excellent problem solving skills to identify and resolve clinical and whole system issues</li> <li>• Ability to interpret and analyse complex data from numerous sources to inform decisions</li> <li>• Highly developed interpersonal and communication skills</li> <li>• Ability to effectively delegate activities to appropriate staff</li> <li>• Ability to effectively negotiate on patient management</li> <li>• Ability to engage and develop partnership working with all those involved in the management of long-term conditions</li> <li>• Ability to work as a member of a team</li> <li>• Ability to work unsupervised and manage own caseload</li> </ul>	All Essential	All Essential	A/I  A/I  A/I  A/I  A/I  A/I  A/I

<ul style="list-style-type: none"> <li>• Ability to make clinical and administrative decisions</li> <li>• Ability to be goal and outcome focused when faced with opposition or when working under conditions of pressure</li> <li>• Ability to use IM&amp;T support systems</li> <li>• Ability to translate best practice evidence and national policy into practice</li> <li>• Knowledge of national service frameworks and the national long-term conditions policy</li> </ul>			A/I A/I A/I  A/I
<b>Additional Requirements</b> <ul style="list-style-type: none"> <li>• Ability to travel to multiple sites</li> <li>• Has daily access to a vehicle</li> </ul>	E E	-	A