

1. JOB IDENTIFICATION

Job Title:	Complex Care Community Staff Nurse
Responsible to:	Team Leader Team Manager
Department(s):	NHS Lothian Adults with Complex and Exceptional Needs Service(ACENS)
Directorate:	Community Nursing
Operating Division:	Midlothian Health and Social Care Partnership
Job Reference:	054680
No of Job Holders:	
Last Update :	July 2016

2. JOB PURPOSE

The post holder will be a lone worker who supports adults with exceptional healthcare needs in domiciliary and other community settings on a 1:1 basis.

The post holder will be responsible for carrying out assigned tasks and other relevant care needs of the clients and provide support for the whole family.

The post holder has delegated responsibility and accountability for the assessment and delivery of quality nursing care, primarily in the domiciliary setting to a practice population and the wider locality and in partnership with others. This includes monitoring and evaluating its effectiveness

The post-holder is expected to work within the adult's environment including at home, at school, day centre, respite facility and provide escorting duties to and from these settings.

The post holder will provide holistic care in conjunction with the Division's policies and guidelines, supported by the Co-ordinator and other professionals.

At all times maintain high standards of quality of care and act as a role model.

The post holder is responsible for raising awareness of health and social well being, influencing the broader context, enabling people to improve their own health and working collaboratively to tackle health inequalities.

The post holder will be working predominantly nightshift although day shifts are sometimes available

3. DIMENSIONS

The ACENS team supports adults in the community across Lothian who have exceptional health care needs. These exceptional healthcare needs include; complex epilepsy, gastrostomy feeding, home ventilation and tracheostomy care.

The ACENS team provides mainly overnight care to provide respite to parents and carers.

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The post holder will undertake competency skills training so that they have the ability to provide safe and effective care for a number of Home Care Packages

The post holder must be aware of cost implications, and make effective use of resources.

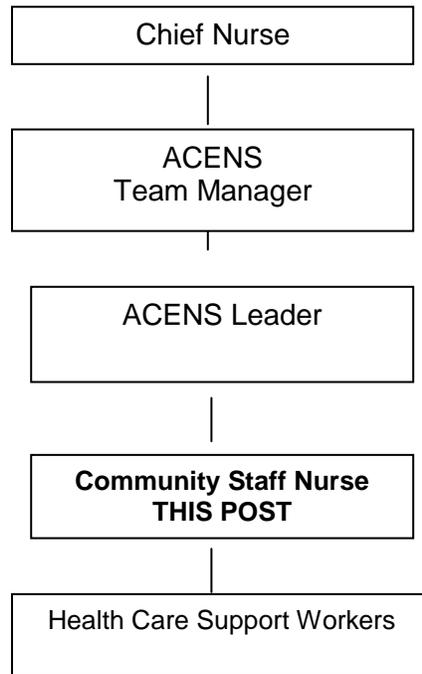
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The post holder is expected to manage and co-ordinate the services in their area of responsibility in the absence of the team manager.

The post holder is expected to provide support to other staff within the team including junior staff and clinical support workers.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The ACENS Nursing Team provides a high quality, equitable service to clients and their families throughout Lothian.

The ACENS aims to support clients who have Exceptional Health Care Needs. The Team works in partnership with carers at home and other care giving agencies, including, Social Work Department and other respite facilities, providing up to 24 hour, 7 days a week care for these clients and ultimately, respite for the carers. These clients have varied individual needs, many are dependent on mechanical ventilation to assist their breathing and have individual packages of care tailored to their needs. They are all chronically ill with high care needs and our aim is to provide high quality, consistent and continuous care and therefore help the client live as full a life as possible

6. KEY RESULT AREAS

1. Under the supervision of an aligned caseload holder be responsible and accountable for the ongoing assessment, development, implementation and monitoring of health and social care, ensuring that the highest standards of care and service is delivered in a consistent and safe manner within the home and clinical setting. This includes considering the patient's care needs over the 24-hour period.
 2. To act as the patients advocate by supporting their family in delivering care, as well as co-ordinating care that is required from a variety of agencies.
 3. Undertake care management role to support co-ordination of care.
 4. To initiate, establish and maintain good working relationships with patients, carers and members of the extended Primary Health Care Team to support multidisciplinary working.
 5. To establish and maintain effective communications and relationships with statutory and voluntary agencies, which promotes collaborative working and effective co-ordination of services for individuals and groups. This will include effective discharge planning procedures and development and support of care packages in line with the Joint Future agenda.
 6. To develop and deliver specific programmes of care aimed at improving health, increasing social inclusion, preventing ill health and reducing inequalities.
 7. To appropriately influence decisions in relation to patient care by acting as the patients and carers advocate in a variety of situations in order to promote the best possible outcome.
 8. In the absence of the caseload holder be responsible for the day to day management of the team including allocation of work, risk management, monitoring standards of clinical practice and ensuring provision of evidence based/best practice through clinical audit.
 9. In the absence of the caseload holder provide leadership and mentorship to the team including students and participate in the development, teaching and delivery of relevant training programmes.
 10. To facilitate and ensure the process of professional and personal development for self and more junior team colleagues.
 11. In the absence of the caseload holder and in consultation with an aligned caseload holder manage and support staff in the performance of their duties in line with current Human Resource policies.
 12. To act as a resource and provide nursing advice to other professionals and relevant agencies to promote best practice and ensure appropriate care.
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7a. EQUIPMENT AND MACHINERY

Responsible for the safe use, transportation, where appropriate, and storage of all diagnostic and Treatment equipment relevant to the post, including Home Ventilation equipment. This will range from basic items such as sphygmomanometers and syringes, to more sophisticated and complex equipment such as specialist mattresses and hoists. This may on occasion be specifically purchased for individuals.

In addition the postholder will be expected to use computers on a daily basis.

Whilst on duty postholder contactable by mobile telephone.

7b. SYSTEMS

Participate in the creation and maintenance of accurate and up to date clinical records complying with the requirements for patient confidentiality and in accordance with all statutory policies and procedures of the Division, Board and the NMC Code of Professional Practice.

Responsible for recording all activity on the Community Information System or appropriate local system.

Responsible for inputting, updating and maintaining a range of information databases e.g. local GP system, e-Assess. EAssess involves sharing information with colleagues both internal and external to the organisation.

Completing timesheets/mileage.

Ordering supplies and equipment.

8. ASSIGNMENT AND REVIEW OF WORK

Workload is generated by means of an open access referral system and work will be allocated by the caseload holder.

In the absence of the caseload holder prioritise own workload on a daily basis and that of the teams.

Receive an annual appraisal and agree a personal development plan with the caseload holder or aligned caseload holder.

In the absence of the caseload holder regular caseload supervision will be given by an aligned caseload holder.

Participate in clinical supervision on a regular basis.

9. DECISIONS AND JUDGEMENTS

Prioritise workload on a daily basis in accordance with local and National policies and carry out delegated work without direct supervision. In addition, in the absence of the caseload holder, the postholder will be required to prioritise the workload of the team.

With reference to the caseload holder makes decisions regarding assessing and interpreting patient conditions and responding appropriately with regard to risk management issues. Some decisions may be made in conjunction with patients, carers and other professionals regarding the support and management of appropriate packages of care to maintain independent living. This will include the need to facilitate a quality and effective delivery of care balancing conflicting priorities on a daily basis.

Determining when to refer to other healthcare professionals and statutory and voluntary services.

Co-ordinates and supervises team members and makes judgements about their competency and takes action to support staff and resolve any staff problems/disputes within own team in collaboration with an aligned caseload holder.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To consistently use assessment skills to deliver quality holistic care as a lone worker, in a range of settings and balance conflicting and unpredictable priorities in addressing the health needs of the local population.

To work 1:1 with patient with communication difficulties.

To manage the caseload and the team in the absence of the caseload holder and in conjunction with an aligned caseload holder.

11. COMMUNICATIONS AND RELATIONSHIPS

In addition to contact with patients and carers other contacts falls into the following main categories.

Internal:

Caseload holder/aligned caseload holder

All Members of Primary Health Care Team

Out of hours nursing and medical colleagues

CHP, Divisional and Board staff i.e. General Manager, Clinical Nurse Manager, Information Technology, Facilities, Professional Development Unit

Other NHS Services

Staff representatives

Home Ventilation Team, Epilepsy Support Services, District Nursing Service, Learning Disabilities Team.

External :

Social work, education, housing, institutes of higher education, police, voluntary and charitable agencies

Communication is regular, face to face, on the telephone or in written correspondence and may be about any aspect of service delivery. It is also often around complex, sensitive or contentious issues. The postholder will have access to support from the caseload holder or aligned caseload holder.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

Highly developed physical skills, accuracy important; manipulation of fine tools, materials
Manual dexterity and accuracy required for setting up syringe drivers, infusions, administering IM injections, complex wound dressings, removal of sutures, insertion of catheters
Manual handling
Keyboard

Physical Demands:

- Personal safety - ongoing
- Kneeling and bending for long periods
- Carrying equipment daily
- Standing for long periods
- Working in cramped and restricted conditions
- Manoeuvring patients with or without the assistance of equipment as required
- Stairs
- Travelling

All of the above activities are required to be carried out on a daily basis

Mental Demands:

- Concentration required during patient assessment, information sharing, attending case conferences, addressing patient and staff needs and requirements.
- Increased concentration is required when completing documentation in the patient's home where there is little opportunity to control the level of background distraction.
- Intense concentration required when working with complex cases i.e. vulnerable patients and single nurse administration of controlled drugs.
- Working with both predictable and unpredictable workload.
- The ability to act expediently and appropriately when responding to crisis situations.
- On-going requirement for continual updating and learning of techniques and practices, including information technology skills.
- Working with patients with complex and diverse care needs.

Emotional Demands:

- Communicating with distressed/anxious/worried patients and carers on a daily basis
 - Frequently care for patients and families throughout their palliative care journey. This is particularly so when dealing with younger age groups
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- Dealing with bereaved and grieving families and carers
 - Dealing with vulnerable people
 - Domestic violence
 - Family breakdown
 - Management of aggression
 - Managing conflict
 - Team issues and individual staff support
 - Balancing the demands of both Divisional and independent contractors

Working Conditions:

- Daily exposure to bodily fluids.
 - Management of potentially volatile situations on a daily basis
 - Occasional exposure to verbal and physical aggression
 - Home environments i.e. hygiene, ergonomics, pets, passive smoking on a daily basis
 - Personal safety, lone working on a daily basis
 - Road traffic conditions daily
 - Inclement weather
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13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- The post holder will be a Registered Nurse with experience of working within the community.
 - Be competent in caring for the ventilated patient in the home setting
 - A knowledge of NHS environment and current policies affecting the health of the population.
 - Well developed communication and interpersonal skills, particularly influencing and negotiating skills.
 - Evidence of continual professional development.
 - The ability to work flexibly as part of the team.
 - General information technology skills, including use of the computer to record and retrieve clinical information.
 - Driving license desirable but not essential.
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14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder’s Signature:

Head of Department Signature:

Date:

Date:
