

Agenda for Change	Version 10
Author: Rebecca Greenwood	Date: Jan 2023



Job Description

Job Group (Delete as applicable):	Nursing & Midwifery
Job Title:	Virtual Ward Registered Senior Nurse / Paramedic
Existing Grade:	Band 6
Care Group:	Medicine Care Group
Service Line:	Acute Med, Diabetic Med & Endocrinology Summary
Department:	Virtual WARD
Location:	AAU Derriford hospital
Appraiser:	Virtual Ward Manager
Accountable to:	Matron Acute Medicine
Position Number:	
Date:	June 2023

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Job Purpose:

As we move towards a new era of integrated care and working collaboratively across organisational boundaries, the need for dynamic, focused clinical leadership is vital. Delivery of digitally enabled care (virtual care) including virtual wards is a national priority embedded within current health and social care policy.

A virtual ward is a safe and efficient **alternative to NHS bedded care** that is enabled by technology.

Virtual wards support patients who would **otherwise be in hospital** to receive the acute care, monitoring and treatment they need in their own home.

This includes either **preventing avoidable admissions** into hospital, or **supporting early discharge** out of hospital.

The Virtual wards are staffed by a clinical team that follow National SOPs to ensure patients can receive hospital level clinical review and support whilst staying in their normal place of residence.

This is an exciting opportunity for a knowledgeable registered professional nurse or paramedic to bring their experience and expertise to our virtual wards programme as a clinical professional and support the day to day running of the wards over 7/7 service.

The role will involve working with existing Community and Hospital teams to identify patients and educate teams about Virtual wards / Virtual care. To monitor and progress a caseload of patients on defined pathways such as frailty, respiratory and acute medicine referred to the virtual ward with the aim of stabilising the condition(s) being monitored whilst engaging and educating the patient to improve their self-management and discharging from the service following clinical review. The role will involve working with existing Community and Hospital teams to identify patients and educate teams about Virtual Wards/ Virtual Care.

The post holder is responsible for the assessment and delivery of high-quality evidence-based care for acutely ill patients within the virtual ward, with the aim of working in preventing avoidable hospital admission.

The aim of Virtual Ward is to reduce hospital admissions and minimise hospital lengths of stay by providing intensive and advanced nursing input and by involving and working very closely with appropriate members of the multi-disciplinary team.

The post holder will undertake clinical triage in line with agreed clinical pathways and NICE guidance.

Key Dimensions:

The post holder will liaise with the referring clinician when arranging admission to the scheme and will take responsibility to effectively assess, develop, implement, monitor and evaluate patient care.

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As part of role you will deputise in the absence of Team Manager and assist in the day to day management of the team, including the performance and development of staff and providing clinical support to other team members.

The post holder will have clinical line management and supervision responsibilities for team members.

The post holder will assess and triage the suitability of referred patient for admission to the services and arranges seamless transfers between care settings.

Participants throughout the day in patient flow by actively sourcing and supporting patients from the Emergency Department and Medical Assessment Unit.

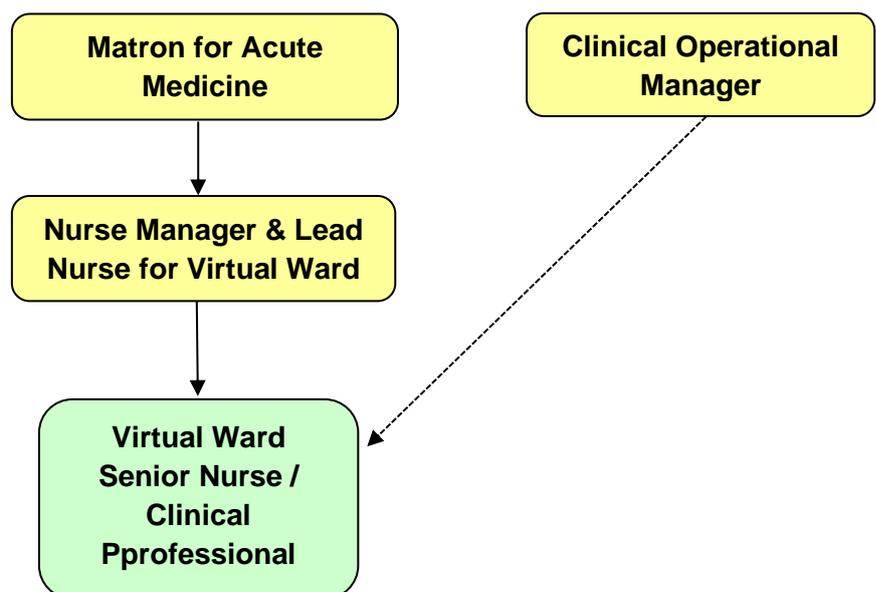
The Teams work on a flexible rota shift system. The service may cover a 24 hours period seven days a week which may include an on-call system.

The geographical catchment area is anywhere where University Hospital Plymouth provides services.

The post holder is predominantly an autonomous senior nurse.

The post holder will provide shift leadership, manage the service in the absence of senior colleagues and act as first on call for the team (if required).

Organisational Chart



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PRIMARY DUTIES & AREAS OF RESPONSIBILITY

1. Planning Individualised Patient Care
2. Be responsible for assessing patients to determine their clinical needs in relation to digital health/care
3. Facilitate digital health provision contributing to multidisciplinary assessment for appropriate early hospital discharge and signposting to relevant Community and Support Services
4. Frequent telephone triage to further identify and determine patients' health/care needs
5. Frequent informed clinical decision making and co-ordination of provision to meet patients' health/care needs
6. Frequent requirement for periods of concentration when carrying out patient assessments and writing notes
7. Regular interruptions and demands on time whilst carrying out telephone clinical assessments and care provision
8. Be responsible for assessing and recognising emergencies during telephone triage whilst interpreting information and taking appropriate action and to lead others to do the same
9. Deal with patient/relatives who are distressed and sometimes confused
10. Demonstrate appropriate practice and specialist advice in the assessment, planning, implementation and evaluation of patient care. This includes history taking, +/- physical examination and the requesting of agreed diagnostic procedures/clinical investigations.
11. Deal with patient/relatives who are distressed and sometimes confused
12. Promote effective and appropriate use of Community services.
13. Be responsible for and facilitate others in the knowledge and awareness of appropriate use of digital health/care solutions for patients with long term conditions
14. Use e-mail, telephone and written communication to support the service achieving contractual targets. Keep patients, carers and involved staff informed.
15. Ensure all clinical information is written up accurately, concisely, and timely
16. Responsibility for the specialist assessment, provision and co-ordination of care to individual patients in conjunction with patients and carers.
17. Advises and supports other staff in their planning of patient care.
18. Provides support and advice to patients' carers and relatives (with consent) on patient's conditions and prognosis where appropriate.
19. Responsibility for reviewing care delivery and maintaining records in accordance with local and with NMC guidelines and /or HCPC
20. Works as part of a multi-disciplinary team
21. Acts as patient representative to facilitate appropriate care pathways which involves effective communication to peers, other specialist practitioners, GPs and Consultants.

DELIVERY OF DIRECT CARE

- Assess, plan and evaluate care provided for patients including those with complex needs
- Facilitate the monitoring of evidence-based standards through research, clinical trials, audits and staff initiatives

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- Initiate prescribed care in conjunction with Team Manager/Consultant/GP and other clinicians without direct supervision, reporting directly to Consultant Physician or AGP undertakes care delivery involving an extensive range of activities acquired through additional short courses or equivalent experience, e.g. acute and chronic disease awareness/management, assisting the multi-disciplinary team in palliative care, acute/chronic pain management, facilitating appropriate care for elimination needs, wound assessments and management, blood glucose monitoring, health promotion, acting as a formal mentor to pre-registration nursing students, adopting link roles, intravenous drug, fluid therapy, infusions, administration of nebulised drugs, administration of oxygen therapy, computer skills, liaising with and referring on to other agencies and professionals, pulse oximetry and interpretation, venepuncture and venous cannulation, management of central and mid lines, performing ECGs and in-depth history taking
- Develop advanced clinical assessment skills that have the potential to allow for the implementation of appropriate tests and procedures and are pivotal to ensuring that individuals receive the most appropriate plan of care. Recognising and managing emergency situations e.g. treatment of anaphylaxis and cardiac/respiratory arrest.
- Undertake and interpret acute observations using an appropriate tool e.g. Mews, ABCDE

MANAGEMENT AND LEADERSHIP

- Delegation, line management and supervision of workload of junior staff within the team as directed by the Band 7 team manager
- Carrying out appraisal and line management of those staff reporting to the job holder as per organisation policy
- Participate in the recruitment process
- Have on-going responsibility and duty of care for patients, staff, self and others in all aspects of Health, Safety and Risk
- Act as a role model, promoting good performance and practice.
- Report all incidents and near misses
- Support team manager in investigations of incidents
- Inform managers of any on-going nursing/management issues affecting patient care or working capacity
- Act as authorised signatory for expenses as delegated by team manager
- Deputise for line manager in absence
- Act as shift co-ordinator on a rotational basis
- Place the patient's experience at the core of service delivery through implementation and continued monitoring of Essence of Care Standards, Patient Involvement & Experience Strategy and Patient Satisfaction Surveys

PROFESSIONAL

- Work within the NMC code and or HCPC code of practice
- Remain updated and competent and ensure that clinical practice is evidence based
- Have an up to date personal development plan and professional portfolio
- Participate in an annual appraisal of their work in line with the Knowledge and Skills Framework (KSF) where the job description will be reviewed and objectives set. In line with

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the annual development plan the post holder will be expected to undertake any training or development required to fulfil their role

EDUCATION AND TRAINING

- Support the team manager in providing and maintaining a learning environment and maximise opportunities for education and development in the clinical area to enhance individual development and performance in the delivery of high standards of care
- Take part in the process of clinical supervision and support clinical supervision for junior team members
- Take responsibility for your own personal and professional development; maintain competence, knowledge and skills commensurate with role
- Undertake all required training and competencies required for the role
- Maintain attendance at mandatory and statutory training as per organisation guidelines. Integrate theory into practice by bringing new knowledge around acute care from training into the practice environment
- Act as a mentor for students and fulfil requirements of a practice placement
- Facilitate induction for new members of the team
- Act as a link nurse for speciality to enhance team education

RESEARCH

- Actively participate in audit as directed by the Team Manager
- Collect, collate and evaluate a range of information to support clinical and service audit
- Maintain accurate and up to date patient records, data bases and specialist reporting in accordance with organisation policy and professional guidance
- Support the team manager in working towards the achievement of specific performance targets related to the team

COMMUNICATIONS & WORKING RELATIONSHIPS

- Use a high level of communication skills on a daily basis with patients, carers and relatives to encourage concordance with care planning and agreed outcomes.
- Use a high level of communication/negotiation skills on a daily basis with other health and social care professionals. To inform each, as appropriate, of the highly complex and sensitive information related to patient's condition required to achieve the best outcomes and care pathways.
- Show empathy and sensitivity when dealing with life threatening illnesses or other sensitive health related problems of patients, relatives and carers.
- Ensure effective and timely information exchange is maintained, verbally, written or electronically.
- Will be expected to liaise with: people with acute and chronic diseases, relatives and carers, members of the public, consultants, GPs and any other medical nursing or therapy staff.

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Community and Acute providers, Intermediate Care Service staff, Social Services, other specialist practitioner, statutory and voluntary organisations.

- Provide and receive complex, sensitive or contentious information where persuasive, motivational, negating, empathetic and reassurance skills are required verbal and non-verbal, as well as written and electronic to communicate effectively with patients, carers and GPs. This will include patients who may have difficulty understanding or communicating e.g. patients may be dysphasic, depressed, deaf and blind or may have difficulty accepting diagnoses.
- Able to provide the interface between hospital and primary, community and social care settings in reaching to inpatient facilities to facilitate discharge to community.
- Demonstrate highly developed communication skills required to take a lead role in case discussions/case conferences concerning service users in their caseload.
- Act as patient advocate as required to ensure individual needs, preferences and choices are delivered.
- Support the team manager in communication and promotion of the service.
- Support the team manager in development, implementation and evaluation of protocols, guidelines, policies, integrated pathways and tools.

OTHER

- Nursing and therapy staff
- General Practitioner & their staff
- Social Services
- Users & Carers
- Member of the public
- Intermediate Care staff
- Specialist Practitioners
- Voluntary & Statutory organisations
- Care Coordination Team
- Long Term Conditions Team
- Community Services (Livewell)
- Devon Doctors on Call
- SWAST
- Care Homes
- Other appropriate bodies as needed

All Job Holders are required to...

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.

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- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the “UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR)” or “Data Protection legislation” which encompasses both laws.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

All Managers are responsible for...

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
- Managing attendance in accordance with the Trusts Attendance Management Policy.

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All Heads of Departments are responsible for...

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

Note

- This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

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PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Proven knowledge of Government policies relating to Virtual Ward • Proven understanding of Clinical Governance • Overview of Acute Discharge process • Current and up to date proven knowledge of Code of Conduct (NMC and or HCPC) • Proven evidence of strong Acute Care background and skills • Good clinical proven knowledge in Acute Medicine and/or Acute Frailty • Proven evidence of autonomous practice, Working without supervision • Clinical Risk Management • End of Life Care • Emergency Care Management • Infection control demonstrable experience 	<ul style="list-style-type: none"> • Proven knowledge of Secondary & Primary Care Sector • Basic proven knowledge of Long-Term Conditions • Respiratory background • Cardiac background • Alert – Aim-Impact etc course • Wound care background
QUALIFICATIONS	<ul style="list-style-type: none"> • NMC Registered Nurse (Adult) or HCPC Registered Paramedic • Recognised teaching or mentorship qualification at degree level or equivalent demonstrable experience • Management and leadership module or study days/proven evidence of 	<ul style="list-style-type: none"> • Recognised Acute Care Assessments module • Recognised Frailty modules
APTITUDE & ABILITIES	<ul style="list-style-type: none"> • Have a ‘can do’ attitude • Highly effective communication skills – verbally and written to staff, patients and relatives including in situations of conflict or distress • Information technology skills • Able to gain credibility with and influence colleagues including influencing clinical changes where appropriate • Strong organisational skills – prioritising complex situations • The ability to work well in a busy environment • Ability to lead and influence change • Able to accept responsibility for department under own initiative within the boundaries of role • Demonstrates ability to take overall responsibility and accountability • Demonstrates ability to implement and utilise audit data to improve quality 	<ul style="list-style-type: none"> • Previous recent demonstrable experience of managing change towards improvement in a clinical setting

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	<ul style="list-style-type: none"> • Able to advise on and implement improvements to the quality and efficiency of care for patients in department • Ability to act as facilitator, mentor and supervisor to colleagues • Familiar with current local and national nursing issues • Willingness to undertake further training and development relevant to role • Able to recognise professional accountability and responsibility • Clinical management and team building skills • Ability to role model and lead by example 	
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Non judgemental • Ability to motivate others • Flexible/adaptable • Ability to prioritise • Excellent interpersonal skills • Organisational skills • Ability to discuss complex patient care with senior clinicians 	