

JOB DESCRIPTION

POST: Community Matron

BAND: Band 7

ACCOUNTABLE TO: Community Nursing Service Manager

KEY WORKING RELATIONSHIPS

- To work with individuals, relatives, families and the community
- To work in multiagency partnerships e.g. social services, private and voluntary organisations
- Locality nursing service managers and nurses
- Admission avoidance and supported discharge services
- Rehabilitation services
- Continuing Care Teams
- Specialist Nurses & Therapists e.g. Diabetes, CHD, Respiratory, MS
- General Practitioners & Primary Care
- Acute Care Providers
- Residential Homes & Care Homes
- Community Mental Health Team
- Specialist Palliative Care Teams
- Hospice & Marie Curie Services
- Third sector providers

JOB PURPOSE

- To work as part of the locality community nursing team and wider multi-disciplinary locality team, providing advanced clinical practice, personalised care planning and care co-ordination of health, social care and other services.
- To improve the care of people with the long term conditions and complex needs, to prevent hospital admission, support timely and safe discharge and establish effective personalised care and treatment plans to support people to remain in their usual residence.
- To provide education and support to individuals and their families to promote self-care strategies and independence, and to develop multi-disciplinary informed personalised treatment and management plans for their health condition, including planning interventions for fluctuations in health status.

- To step patients down to routine health, social care and other community services once care plans have been embedded, self-care optimised and admission risks reduced and/or another professional has taken on the care co-ordination role.
- To work in partnership with primary care, secondary care and other services to identify (case find) people with long term conditions at risk of unplanned secondary care attendances/ admissions who need co-ordinated health and social care support to reduce risks of admission and remain at home.
- To attend multi-disciplinary (MDT) meetings and other locality or practice based meetings to optimise MDT care planning and co-ordination and maintain effective working relationships with primary care and other service providers.
- Provide supervision, advice and training to nurses and others in the locality team undertaking case management/co-ordination of complex cases.
- Support the locality nursing team manager in the development and deployment of a skilled, competent and motivated workforce, able to meet the needs of the patients on the locality team caseload.
- To provide a 7.5 hour, 5 day service Monday to Friday, between 8.00am and 6.00pm. To co-ordinate essential clinical input over 7 days, on a case by case basis, in partnership with the community nursing team.

KEY RESPONSIBILITIES

- To provide assessment, diagnosis, individualised treatment planning, personalised case management and care co-ordination for patients with a range of complex long-term conditions whose condition is unstable and affecting their daily life.
- To improve clinical outcomes for people with long term conditions and reduce the need for these people to attend or be admitted into hospital or long-term residential care.
- To work in partnership with general practitioners, secondary care, care homes, community nursing, specialist nurses, rehabilitation services, social services and the wider multi-disciplinary locality team in proactive care planning for regular users of unplanned healthcare services.
- Provide supervision, advice and training to nurses, AHPs and others in the locality team undertaking case management/ care co-ordination of complex cases.
- Support the locality nursing team manager in the development and deployment of a skilled, competent and motivated workforce, able to meet the needs of the patients on the locality team caseload.
- The post holder will act as a nursing/AHP role model.

CLINICAL RESPONSIBILITIES

- Use clinical skills and knowledge to assess, diagnose, plan care, initiate/ change treatment and be able to determine if symptoms warrant further investigation and/or treatment.
- Use clinical knowledge to identify changing or deteriorating health conditions and to educate patients and families to recognise these signs.
- Use knowledge and skills to order and interpret tests and investigations and to refer to other specialists as the patient's individual needs direct, and in a timely manner.
- Use independent non-medical prescribing skills and knowledge to undertake regular medication reviews with patients in collaboration with relevant other professionals i.e. GP, specialist professionals, pharmacist, in accordance to national and local guidance, and sphere of competency/scope of practice.
- Develop a personalised care plan with each patient, including their carers, relatives and health and social care professionals as appropriate, based on a full assessment of medical, nursing and social care needs. Each plan containing preventative strategies to prevent crisis occurring for known risks identified by the individual's health and or social circumstances, and where applicable identifies wishes for end of life care.
- Establish effective methods of communication in order to develop a therapeutic relationship with patients, relatives and carers to facilitate the discussion of sensitive and emotional subjects such as life limiting conditions.
- Work in partnership with individuals, families and carers, using a range of assessment methods as appropriate e.g. of history-taking; holistic assessment; identifying risk factors; mental health assessments; requesting, undertaking and/or interpreting diagnostic tests; and conducting health needs assessments.
- Involve people with long-term conditions, their relatives and carers, and other appropriate stakeholders in the planning and delivery of services. Advocating for the patient in order to obtain optimal treatment and symptom control, thereby improving quality of life, co-ordinating solutions designed around the needs of the service user.
- Provide education, information and resources to enable and support patients, carers and relatives to self-manage conditions and situations.
- Provide targeted health education strategies and personal coaching to support lifestyle changes and proactive self-care.
- Develop care management plans that are responsive to changing requirements, informed by an understanding of local services, agencies and networks.
- To continually respect people's privacy, dignity and individuality and aim to provide care in an environment which is appropriate to the wishes of the person and to their current, physical and mental health needs.
- Manage appropriate and safe transfer of care between caseloads, services organisations and other health and social care professionals to provide core services in

and out of hours.

- Provide in reach support to acute units when admission to hospital is deemed necessary, continuing to be responsible for the overall co-ordination of the patients care whilst in secondary care, facilitating early discharge.
- Work with general practices, local community and acute providers, care homes, voluntary and private sector providers to identify individuals who require a care co-ordination approach to their care.
- Work effectively in virtual and actual multidisciplinary and multi-agency clinics and teams as a key member of the multidisciplinary team, ensuring that personalised care plans are developed and service provision effectively co-ordinated.
- Arrange, facilitate, lead and/or chair meetings/case conferences to ensure collaborative planning and working to fully meet the needs of the patient and carers.
- Actively develop relationships across professional / organisational boundaries which support, enhance and develop service provision for patients with complex health and social care needs.
- Maintain accurate contemporaneous and appropriate health records in accordance with legal, professional and local requirements, policies and protocols.
- Actively manage the allocated caseload of patients, keeping an accurate and up to date electronic list. Undertake a monthly review of the caseload, including an evaluation of interventions, and discharge of cases, to ensure that only active cases remain on the caseload.
- Ensure that all Trust and national identified clinical competencies are maintained to provide clinical practice assurance.
- Ensure all service standards and Trust policies are applied and implemented into the case management / care co-ordination process.
- Demonstrate awareness and application of clinical governance with attention to clinical effective practice, clinical audit, risk assessment, planning and management together with the prevention and identification of adverse events.
- To identify vulnerable adults and respond in line with Trust policy in relation to safeguarding both adults and children.
- Demonstrate awareness of wider issues affecting patients' e.g. adult safeguarding and develop or implement strategies and support mechanism to address these.
- To uphold requirements of professional code and Trust Values.

MANAGERIAL RESPONSIBILITIES

- Provide leadership, clinical supervision and case oversight for other roles within the locality nursing and multi-disciplinary team to support the case management / care co-ordination process.
- Work in partnership with locality nursing team manager, senior nurses and others in the delivery of high quality care. Delegating tasks to utilise the full set of skills available and to provide development opportunities for succession planning.
- Work in partnership with the locality nursing team manager to monitor the capacity of the teams and workload, prioritising case management patients and high dependency patients and reducing low level care dependencies, as necessary.
- Participate in the delivery of a system of delegated management supervision within the team to provide education, support and direction to ensure compliance with HRCH service policies and standards.
- Work with colleagues and managers to demonstrate that the service has been effective in reducing avoidable admission and length of hospital stay.
- Undertake a lead role in the interface between primary, community, secondary and tertiary care enabling the implementation of co-ordinated care pathways.
- Participate in the review and development of long-term condition management practices to ensure that services are delivered efficiently and effectively.
- To advise and influence the development of local policies, procedures and guidelines affecting the needs of those with complex, long term conditions.
- Participate in monthly locality nursing team meetings to support the team in the delivery of clinical and service developments / priorities to meet the Trusts strategic objectives.
- Participate in the development of improvements within the service and work closely with the locality nursing team manager, service manager, practice development leads and other colleagues to ensure that the service delivers the commissioned service.
- Monitor the record keeping standards of the locality nursing service and ensure that team members record their clinical interventions in the electronic patient record and maintain patient held notes within professional and Trust standards and policies.
- Participate in the recruitment, selection and retention of staff within the community nursing service.
- Participate in the induction and training of new members of the locality team.
- Participate in and provide regular clinical supervision in line with the Trust policy. Support the team in critical reflection and learning to improve patient care and deliver safe and efficient service.
- Support others in their revalidation process and act as a professional discussion partner.

- Support the performance management of team members that have been identified as having difficulties in delivering their duties and responsibilities in line with their job description.
- Work with the service manager in the investigation into case management/ care co-ordination complaints and incidents, identify lessons learnt and support staff in critical reflection and learning where appropriate. Ensure the implementation of the action plans, based on recommendations of the investigating manager.
- Participate in the appraisal process, have a personal development plan and professional portfolio.
- Undertake tasks delegated by the Service Manager as required.

FINANCIAL RESPONSIBILITIES

- Support the LNTM to ensure appropriate use of resources, including human resources, clinical supplies and equipment are optimally managed to remain within the budget allocated for the service.
- Comply with service protocols for the safe storage, control, maintenance and use of clinical supplies and equipment to ensure available and returned to stock.
- Approve hours worked by bank and agency staff.

TRAINING/EDUCATION RESPONSIBILITIES

- To ensure that all Trust and national identified clinical competencies are met to provide clinical practice assurance.
- Remain up-dated and ensure that clinical practice is evidenced based.
- Comply with statutory and mandatory training in accordance with HRCH Trust policy and professional body requirements.
- Provide and create learning opportunities in clinical settings that support the wider community/primary care team, supporting and promoting a clinical environment which fosters a culture of life-long learning.
- Support the wider team to build capacity and capability through work-based and inter-professional learning, and the application of learning into practice.
- Act as a role model, educator, supervisor, coach and mentor, seeking to facilitate and instil collaboration of the wider team and support peer review processes to identify individual and team learning.
- Engage in self-directed learning, critically reflecting to maximise clinical skills and knowledge, as well own potential to lead and develop both care and services.

- Participate in networks with acute, voluntary and social services care organisations which promotes knowledge sharing in the field of long term conditions.
- Participate in clinical network opportunities to maintain clinical and professional links.
- Participate in professional forums within the Trust

ADDITIONAL GENERAL REQUIREMENTS:

VALUES

All staff are expected to act as a role model to others and consistently reflect and demonstrate the Trust values of *care, respect and communication* in all aspects of their role.

CONFIDENTIALITY

All employees must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable for disciplinary proceedings in accordance with the Trust's Disciplinary Policy. No confidential information may be read, discussed, disclosed or passed on unless it is necessary in the pursuance of the legitimate duties of the role.

Data Protection Legislation also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

HEALTH AND SAFETY

The post holder is required to make positive efforts to maintain his/her own personal safety and that of others by taking reasonable care, carrying out the requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with Trust policies on Health and Safety.

All staff must attend mandatory/statutory training and ensure any risk observed is reported in the appropriate way.

RISK MANAGEMENT

The postholder will operate in accordance with the trust Risk Strategy to ensure that patients, visitors and staff are protected from harm and that systems are in place to ensure that all risks are proactively managed to safeguard against impropriety, malpractice, waste or failure to provide value for money.

The postholder will identify risks to their own and the Trust's objectives and add these to the risk register as required at the appropriate level. Directors are responsible for the identification, assessment and management of risk within their own area of responsibility. They are responsible for managing their risks on the BAF and TRR. They have authority for current risks of 12 and over. They are also accountable for day to day management of services and the risks inherent within that operation.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality, individual rights, Information Security and know how to deal with a request for access to personal information and to how to report any data breaches. All staff will complete the mandatory Data protection training

The post holder must be familiar with and comply with the Data Protection Principles contained within the Data Protection legislation and the Caldicott principles of information sharing.

EQUALITY AND DIVERSITY

The aim of Hounslow and Richmond's Community Healthcare NHS Trust's policy is to ensure that no job applicant or employee is discriminated against, either directly or indirectly, on the grounds of race, colour, creed, sex, marital status, sexual orientation, disability, age, nationality, religion or belief, ethnic or national origins.

Hounslow and Richmond Community Healthcare NHS Trust is committed to promoting equality and diversity and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs.

Staff have a responsibility to treat colleagues, clients and members of the public with respect. Acts of harassment or discrimination are deemed to be gross misconduct in accordance with the Trust's Disciplinary Policy.

This applies to all staff working in Hounslow and Richmond Community Healthcare NHS Trust.

RESEARCH GOVERNANCE

Hounslow and Richmond Community Healthcare NHS Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

INFECTION CONTROL

Hounslow and Richmond Community Healthcare NHS Trust considers compliance with the Infection Control Policy and Procedures, including hand hygiene, to be the responsibility of all employees who work in clinical areas. Failure to do so will result in disciplinary action being taken against an employee in accordance with the Trust's Disciplinary Policy.

It is now a statutory requirement to be fully Covid-19 vaccinated as a condition of employment for this role from April 2022, unless a valid exemption applies. The successful applicant may have contact with vulnerable service users, and we will therefore seek proof of being fully vaccinated or exemption during the recruitment process.

PERSONAL DEVELOPMENT

All employees are required to participate in the Appraisal and Personal Development Planning (PDP) process which identifies development and learning needs.

As an employee of a health promoting NHS all staff should be aware of the borough's public health priorities. These priorities should be reflected, where appropriate, in your work plan in a quantifiable form.

SAFEGUARDING ADULTS AND CHILDREN

All staff are required to ensure that they have the required level of safeguarding training appropriate to their role within the organisation and abide by the Trust's Safeguarding Adults and Safeguarding Children policy.

PROFESSIONAL / MANAGERIAL CODES OF PRACTICE

The NHS Code of Conduct for NHS Managers outlines the central standards of conduct expected of NHS Managers and seeks to guide them in the work they do and in their decision making. The Code is also intended to assure the public of the high professional standards and accountability within NHS Management.

The Code applies to all Chief Executives and Directors in the NHS and also to other Senior Manager positions with a similar responsibility and accountability. The Code applies to this post and the post holder will be required to abide by its terms.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.