

## Job Description

### 1. JOB DETAILS

**Job title: Home Care Practitioner Coordinator / Patient Assessor**

**Band 6**

**Resp to : Home Care Practitioner development lead**

**Location: Various ICC**

### 2. JOB SUMMARY

All staff are expected to work to the Trust Values:



**Kindness** – Kindness and compassion cost nothing, yet accomplish a great deal.



**Respect** - We are respectful to everyone and are open, honest and fair – respect behaviours.



**Ambition** – We set goals to achieve the best for our patients, teams, organisations and our partners.



**Collaboration** – We are stronger and better working together with and for our patients.

### 3. ROLE OF DEPARTMENT

The Home Care Practitioner service, will sit within the most appropriate team within each Locality / ICC. This maybe the Rapid Team or the Therapy Team depending on the structures in each area.

The aims of this particular service are to support the safe and effective discharge of patients from Hospital, to support them at home and prevent readmission. This service also supports the prevention of hospital admissions from the community setting. The focus will be on promoting independence, and should be seen as a stepping stone to patients who may require reablement, ongoing care or to remain independent.

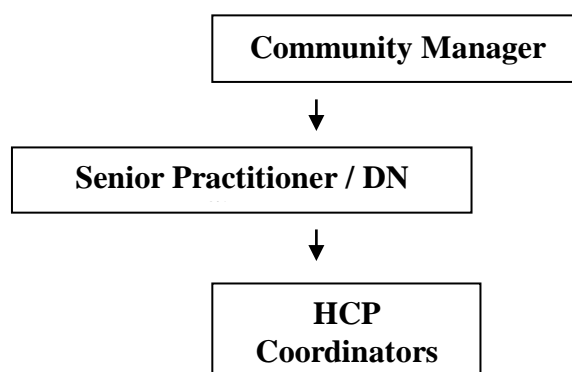
The service will allow patients' needs to be assessed and flexible support be wrapped around them, this will be reassessed regularly and tailored to their needs within the two week period whilst in the service.

Patients should be able to be discharged from hospital when they are medically fit

and all other appropriate assessments deem the patient to be safe to be discharged.

The post holder will assess the patients prior to / on discharge, and a care plan put in place for the Home Care Practitioners to follow; the patients will be regularly reassessed throughout the 14 day period and their ongoing care needs agreed with Adult Social Care.

#### 4. ORGANISATIONAL CHART



#### 5. KEY WORKING RELATIONSHIPS

Wide ranging contacts with professionals across the Health economy as well as patients, carers, families and care agencies.  
Regular contact throughout the working day with Home Care Practitioners

#### 6. DUTIES AND RESPONSIBILITIES OF THE POST

The post holder is an autonomous practitioner who hold responsibility for a defined caseload, coordinating care, undertaking assessments and planning safe discharges for patients ; they will work within the Rapid Response Service (amend per locality / ICC); but are expected to work across professional and organisational boundaries to meet the needs of the patients.

They will assess, implement and review patients who require Home Care Practitioner involvement to meet their health and social care needs.

Carryout specialist assessments where they have the skills, and review other assessments to ensure a safe and effective treatment plan is put in place to support patients safe discharge, and prevent readmission to a hospital.

Assessments and plans will allow the interventions to be delivered by Home Care Practitioners (HCPs); supporting safe discharge and prevention of admission / readmission to hospital.

As coordinator, they will ensure that patients receive the input they require, working in partnership with other services and agencies (statutory and voluntary) as appropriate.

Working with the patients, their families/ carers and the wider community team they will create outcome goals for the patient to achieve during their time within the service and lead on the development, implementation and monitoring of the patient specific care plan to ensure these goals are achieved and the interventions are appropriate.

Liaise with Adult Social Care to ensure statutory ongoing care provision is put in place if required.

Be aware of the pressures to support safe and timely discharges from NCUHT and, Community Hospitals.

Coordinate the care for a defined caseload of patients (being the first point of contact for escalation of patients' issues for the Home Care Practitioner).

Provide direct patient care in line with own competencies into the care plan of patients with the Community services.

Provides leadership and operational management of HCPs, supporting, supervising and managing staff.

Contribute to the future development of the Service model.

To assess, plan and evaluate the individual requirements of patients and carers referred to the services.

To provide and document a high standard of evidence based care to patients in the service.

To delegate work to the HCPs, taking into account individual skills and competence.

To work within relevant professional codes of practice i.e. NMC, HCPC.

To facilitate effective communication, written, verbal and electronic; whilst acting as the patients advocate. Be able to communicate empathetically, sensitive potentially controversial, and / or distressing information to patients and relevant others.

To be professional, legally responsible and accountable for all aspects of own work including the management of patients in their care.

To ensure a high standard of clinical care for their patients under their management, supporting other staff to do the same.

To be responsible for organising and planning own caseload to meet service and patient priorities, readjusting plans as situations change / arise.

To be responsible for the safe and competent use of all equipment and patient appliance / aids by patients and ensure that all members of the team attain compliance prior to use.

Liaise and communicate with own and the wider Health and Social Care agencies, and voluntary organisation in the delivery of care ensuring referrals are completed as necessary.

Ensure ongoing care is planned seamlessly and training needs of care agency staff is recognised and addressed, prior to transfer.

Having knowledge of human rights and cultural issues actively seeking to promote health and wellbeing, to patients and carers by providing evidence based information in a sensitive and empathetic manner.

Administer medication in line with professional guidance and organisation policy.

To attend MDT huddle and share patient and situational information, including capacity within the HCP service; and implement changes when appropriate to patient care plans

If a prescriber, to prescribe within Trust and NMP guidance.

To keep the team aware of any factors which may affect the treatment given to patients and produce appropriate written reports when requested. To report and assist in investigations of patient complaints and untoward incidents.

To facilitate achieving measurable standards of care and to participate in clinical audit and caseload review.

To establish and maintain accurate records in line with NMC / HCPC guidelines and local policy using paper based and electronic systems.

Have Trusted assessor skills, and be able to assess for and prescribe equipment within the ELMS system.

Lead and partake in case conferences, for patients who are on the HCP caseload, to ensure ongoing plans are in place.

To participate in the recruitment of new staff, and ensure all staff have the correct skill set and receive appropriate training to meet the service needs.

To have an understanding of safeguarding and have a responsibility to act on issues working in partnership with other agencies.

Ensure they have an understanding of consent, capacity, Mental Health Act and

#### Best Interest Assessments.

To be active in developing own knowledge in line with NMC/HPC and CPD guidance; to be aware of current, professional matters and the new ways of working within their field.

To participate in research and quality initiatives in areas agreed with the service leads.

To participate in producing and carrying through ideas and plans for the future development of the service and model of service delivery.

To participate in the delivery of staff training and development of the team competency frameworks within the team.

To encourage reflective practice within the team and to lead clinical supervision and lessons learned discussions as relevant to the team.

To undertake appraisals of HCPs and formulate personal development plans.

Provide support to students on placements within the team.

To have an educational role with patients and their families and wider care / support network.

Report to Senior staff member all incidents relating to patients or self, and complete incident report as soon as practicable.

Adhere to all policies and protocols of NCIC Trust.

Ensure that all data is entered accurately and reports are completed as requested.

Be aware of all duties and responsibilities under the Health and Safety at Work Act.

Follow all policies in line with sickness management.

Attend and ensure all staff attend mandatory and job specific training.

#### **7. WORK SETTING AND REVIEW**

The post holder will work autonomously under the guidance of a Senior Practitioner. They will be line managed as per local arrangements and be expected to undertake regular supervision.

As they may not be line managed by a professional peer, they will be expected to also have a professional supervisor arrangement.

Day to day issue should be managed competently, and support sought as required.

## 8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

## 9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

## 10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## 11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

## 12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

## 13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

## **14. INFORMATION GOVERNANCE**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

## **15. GREEN STATEMENT**

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.



## PERSON SPECIFICATION

### POST TITLE: Home Care Practitioner Coordinator / Patient Assessor

| Factor                          | Essential   | Desirable  |
|---------------------------------|---|--|
| Education and Qualification     | Registered Nurse or Occupational Therapist; or Social Worker<br><br>Degree or Diploma in professional area of practice<br><br>Registration with NMC or HCPC<br><br>Post registration training in subject relevant to the scope of the role  | Specialist Practitioner degree<br><br>None Medical prescribing qualification of working towards<br><br>Teaching and Assessing in clinical practice qualification |
| Experience                      | Experience of care coordination of people with complex health and social care needs.<br><br>Experience of complex discharge planning<br><br>Experience of delivery of complex care in and out of hospital settings<br><br>Experience of caseload management<br><br>Experience of working within a MDT within a care setting<br><br>Experience of supervising junior and support staff | Experience of clinical audit<br><br>Experience of research and development   |
| Skills, knowledge and abilities | Excellent interpersonal skills<br><br>Effective leadership skills<br><br>Computer literacy<br><br>Critical thinker / ability to analyse information<br><br>Excellent assessment and report writing skills<br><br>Empathetic approach to patient care  | Knowledge of NHS funding / Continuing Health Care  |



|                     |  |  |
|---------------------|--|--|
|                     | Able to work alone as well as part of a team   |  |
| Personal attributes | <p>Team orientated</p> <p>Can function under pressure</p> <p>Use own initiative</p> <p>Innovative</p> <p>Pro active</p> <p>Enabling / facilitating</p> <p>Flexible</p> <p>Driving licence and access to appropriate vehicle (new staff will be encouraged to take a lease vehicle where appropriate)</p> |  |
|                     |  |  |