



# Neonatal Complex, Palliative & Bereavement Care Sister

Neonatal Intensive Care Unit  
Maternity & Neonatal Services Directorate

## JOB DESCRIPTION







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# Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

## Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

## Job summary

**Job title** Neonatal Complex, Palliative & Bereavement Care Sister

<b>Band</b>	7
<b>Division</b>	Specialist Care
<b>Responsible to</b>	Neonatal Matron
<b>Accountable to</b>	Neonatal Lead Nurse
<b>Type of contract</b>	Permanent
<b>Hours per week</b>	37.5
<b>Location</b>	Chelsea and Westminster

## Key responsibilities

- To lead and facilitate the provision of emotional and practical support to infants and their parents on the Neonatal unit who require complex, palliative and end of life care. This will also include providing support to families in the antenatal period.
- To be a key worker for these families and provide on-going and continuing support and facilitate family centred care across maternity, Neonatal and Paediatric services.
- The specialist nurse will provide an experienced liaison route for all professionals in the Multi-Disciplinary Team (MDT) working in collaboration to achieve consistent care for this group of babies and families.
- The specialist nurse will receive referrals (antenatal and from other units) and make direct referrals to doctors, GP's, HV's, Community Nursing Teams, children's hospices and other Allied Health Professionals.
- The specialist nurse will ensure early identification of appropriate babies for transfer, ensuring they are cared for in the most appropriate environment. This will include the smooth transition to other services such as Paediatric unit whilst liaising and working closely with internal and external MDT
- Responsibility for reporting of neonatal deaths to the MBRRACE Register and the Child Death Overview Panel and oversight of neonatal death reviews (Perinatal Mortality Review Tool) along with the designated neonatal consultant

## Key working relationships

- Pan London Lead Nurse for Neonatal Palliative care,
- Fetal Medicine Midwife, Midwives, Obstetricians, Consultant Neonatologists, Neonatal Nursing and medical staff, Psychology services,
- Paediatric nursing and medical staff, community neonatal and paediatric nursing teams,
- Paediatric Palliative/complex care services,
- Perinatal pathologists and coroners, children's hospices, Child Death Overview Panel.
- Voluntary sector eg Child Bereavement UK, Together for Short lives, Bliss Roles and responsibilities
- Divisional Director of Nursing
- Lead Nurse Paediatric and Neonatal services

To be an expert practitioner, demonstrating advanced communication and nursing skills, using expert knowledge and decision making skills in nursing babies with life-limiting and life-threatening conditions  
Complex, Palliative and Bereavement Care Specialist Nurse- Neonatal Band 7 -2018 Chelsea and Westminster Hospital NHS Foundation Trust 6

## **Roles and responsibilities**

- To support families through the period of diagnosis, and where there may not be a diagnosis. To act as an advocate for families whilst also empowering families and encouraging parental participation
- To visit families at home where appropriate, following discharge or the death of a baby. Support families in a nurse led clinic.
- To take an active role in the Neonatal Mortality& Morbidity meeting, ensuring all babies who have died have been discussed in a timely manner and have had their Perinatal Mortality Review Tool outcome completed and submitted.
- To take an active role in the weekly Perinatal Integrated Multidisciplinary Service (PIMS), maintaining the database working closely with the Fetal Medicine Midwife
- To ensure the MBBRACE data and the database for deceased babies is accurate, regularly updated and is in accordance with national guidance and the Trust risk management team.
- To promote communication between primary and secondary health care providers and Chelsea & Westminster NHS Foundation Trust, as well as the non-statutory sector of Specialist Palliative Care services
- To lead discharge planning from hospital to community services, including children's hospices and the families' home, ensuring a seamless and smooth process. Ensuring care planning is comprehensive and effective with clear documentation.
- Working in collaboration with the Neonatal MDT support the transition for babies who are referred to other inpatient services such as the paediatric ward and provide support for families in preparation for and during the transition process. Lead monthly meetings with senior paediatric staff on the Neonatal unit identifying appropriate babies
- To facilitate the follow up of bereaved families in a timely manner.



- Monitor quality of standards of care, in line with CQC requirements and Trust and Divisional objectives
- Deliver and supervise a high quality patient experience
- Work with manager to collect and disseminate data on quality indicators etc, in line with national and Trust objectives
- Maintain a safe working environment, including ensuring equipment is safe, and used in line with Trust policy and values
- Promote and maintain patient safety at all times, including proactively implementing falls prevention
- Lead role in the detection, management and prevention of safeguarding issues
- Have an awareness of current professional and clinical developments within their area of practice and promote this to others
- Clinical
- Maintain a direct clinical contribution in order to maintain clinical credibility; this will be 20% clinical shifts per 4 week rota
- Respond to the needs of the needs of the Neonatal unit when required
- Support the Senior Neonatal Nursing team to monitor the quality of nursing care and action audit information to achieve agreed standards
- Be familiar with and up-to-date with current safeguarding and child protection policies
- Provide clinical leadership, ensuring that action is taken at all levels to empower nurses in providing demonstrably high standards of care in a clean and safe environment
- Uphold a high clinical profile and take responsibility for maintaining own clinical

## **Leadership and Management**

- Ensure staff adhere to Trust protocols of care, eg Infection Control
- Take continuing responsibility for the Unit in the absence of the coordinator
- Assist in managing their clinical team within general clinical areas, and of the total team in the absence of the manager, in line with Trust values
- Develop and maintain effective communication and working relationships with other professional groups, and staff generally within the Division and the Trust
- To provide leadership and management for a team of nurses. Including absence management, identifying training and development needs and completing appraisals.
- To ensure all incidents are reported and documented as per the Trust's Risk Management Policy.
- To participate in all aspects of Clinical Governance including investigations completing risk reports to support quality improvement.
- Develop robust systems to ensure data quality pertaining to bereavement, palliative and complex care is auditable

## **Education and Research**

- Participate in the education of all learners within their area
- Actively support and assist in preceptorship and in pre-registration
- student support, supervision and guidance including mentorship where appropriate
- Identify and respond to learning needs for area
- Facilitate others in the development of informal teaching skills
- Participate in the annual training needs analysis for their area
- Participate in any local or related research projects, clinical trials etc

- Apply and encourage others to utilise evidence based practice and relevant research findings in practice
- Identify areas of nursing / midwifery research within their area that will be of benefit, and encourage and educate other staff to recognise the importance of research
- Participate in clinical supervision / acting as supervisor
- Participate in the collection of audit, research and benchmarking data as required and suggest any changes to improve standards in achieving targets.
- Participate in Trust/ Network wide research awareness sessions and recommend innovations for clinical practice
- With the Neonatal education lead and matron identify the training needs of the neonatal staff in relation to knowledge and competence in providing evidence-based practice in neonatal palliative care.
- Develop and maintain guidance for neonatal staff in all aspects of neonatal complex palliative and end of life care within the Trust.
- Provide formal and informal teaching sessions to all neonatal staff to facilitate change in clinical practice to ensure these babies and their families receive excellent care that is evidence based

### **Professional Development**

- Identify own personal development needs through annual Performance Development Review
- To facilitate and arrange attendance for members of staff in continuing education programmes, according to their requirements.
- Participate in developing staff by participating in education programme for all learners and new members of staff.
- To provide a mentorship support system for learners and unqualified nurses.  
To support junior

## **Communication**

- Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.
- Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions
- This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.
- All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

## **Police and Service**

- To be actively involved in the development of Trust policies and procedures, providing specialist input, leading their implementation and reinforce their use.
- To take the lead in ensuring compliance to Trust policies and procedures amongst the multi-disciplinary team.
- Plan and lead projects relating to local policy and service development.
- To be aware of service delivery plans, participating in planning for future activity and identifying outcome measures of care.
- To develop and contribute to projects relating to local / Network or National care policy, and service development to embed evidence based practice and ensure best patient care.
- To Lead/attend Family Support meetings as representative of the neonatal unit in the role as neonatal community nurse to aid discharge.
- To work as part of a team to advise senior staff on service and staff development needs in specialist area.
- Has knowledge of and adheres to the Trust Policy of Child Protection.
- Participate in evaluation of the service by collecting and preparing statistics and information as required.
- Ensure that nursing practices comply with Trust policies and procedures.

## **Other Duties**

- Manage performance and sickness of team members in line with Trust policies.
- Ensure that patient satisfaction surveys are carried out regularly and areas of concern addressed.
- Participate in the management of the budget and contribute to annual cost saving exercises.
- Contribute towards ensuring that the budget is managed efficiently and effectively.
- Provide cover for colleagues as appropriate.
- Assist in producing ad hoc reports and in project work.
- Undertake any other duties requested as appropriate to the banding.



# Person specification

<b>Job title</b>	Neonatal Complex, Palliative & Bereavement Care Sister
<b>Band</b>	7
<b>Division</b>	Specialist Care

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

**E** = essential  
**D** = desirable

## Trust values

Putting patients first	<b>E</b>
Responsive to patients and staff	<b>E</b>
Open and honest	<b>E</b>
Unfailingly kind	<b>E</b>
Determined to develop	<b>E</b>

## Education and qualifications

Registered Nurse (Child/Adult)	<b>E</b>
Degree/Diploma in Higher Education	<b>E</b>
Master's Degree or working towards one	<b>D</b>
Post registration qualification relevant to the area of speciality or equivalent Neonatal Intensive Care qualification	<b>E</b>
Recognised Mentorship/Teaching qualification	<b>E</b>
Recognised leadership/management course	<b>D</b>
Willingness to undertake leadership/management course	<b>D</b>

## Experience

Experience In Neonatal Palliative and Bereavement Care and support	<b>E</b>
Relevant Post registration experience working as an experienced Band 6	<b>E</b>
Experience of excellence in leading all/part of a clinical team in practice	<b>E</b>
Experience of teaching and supporting learners/staff etc	<b>E</b>
Experience of clinical supervision	<b>D</b>
Proven management experience	<b>E</b>
Wide range of clinical experience	<b>E</b>
Managing clinical team	<b>D</b>

## Skills and knowledge

Proven clinical knowledge linked to area of specialty and excellence in care delivery	<b>E</b>
Proven leadership and deputizing skills in clinical area	<b>E</b>
Proven knowledge of safety issues through clinical governance and risk management	<b>E</b>
Excellent communication skills with patients, relatives, staff and external contracts including in challenging situations, demonstrating respect and kindness	<b>E</b>
Experience of data collection for quality monitoring/audit	<b>E</b>
Experience of risk management/assessment	<b>E</b>

Understanding of clinical audits and governance	<b>E</b>
Involvement in clinical audits and clinical governance	<b>D</b>
Evidence based knowledge of current clinical and professional issues related to Neonatal Palliative and End of life care	<b>E</b>
Ability to work independently and collaboratively	<b>E</b>
Experience with team working	<b>E</b>

## Personal qualities

Effective role model, demonstrating values of safety, respect, kindness and excellence	<b>E</b>
Enthusiastic and motivated	<b>E</b>
Able to remain calm under pressure	<b>E</b>
Effective team leader	<b>E</b>
Excellent communication skills with patients, relatives, staff and external contractors , including in challenging situations, demonstrating respect and kindness	<b>E</b>

**Notes**





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