

Job Description

AFC Ref:	1215
1 Job details	
Job title:	Teletriage Nurse Clinician
Band:	7
Hours:	37.5
Contract:	Permanent
Location:	St Catherine's Health Centre
Responsible to:	Service Lead
Reports to:	Service Lead
Liaises with:	Health & Social Care staff and Patients

2 Job purpose
<p>To work within the Community Transfer of Care Hub (ToCH) aligning with the National Framework for Urgent Care Response (UCR) 2 hr response.</p> <p>To provide clinical assessment of acutely unwell patients within the care home setting and to support the frailty initiative by providing senior clinical support to ward staff within the Community Integrated Care Centre (CICC) in order to reduce readmission back to the acute hospital.</p> <p>To use established pathways and processes to provide a wide range of nursing and social care assessments to patients who may potentially be at risk of a hospital admission.</p> <p>To support CICC, nursing and residential care home staff in determining the best pathway of clinical care for the patient.</p> <p>To be an autonomous practitioner who has the experience and clinical confidence to assess the needs of the patient and determine if the patient needs further face to face assessment or whether they can be discharged at first point of contact.</p> <p>To educate care home staff in using Teletriage technology and be part of the team that supports and promotes this project across all Wirral Nursing and Residential homes.</p> <p>To support the telephone triage of patients, working with both healthcare professionals and patients in supporting a positive patient journey.</p>

3 Role of directorate/department

The aim of the service and the adoption of telehealth is to prevent inappropriate admissions to hospital. Its aim is also to support and educate CICC and care home clinicians to make the correct clinical decision for their residents.

4 Main duties and responsibilities

- To triage patients giving advice and guidance to the CICC, Nursing and Residential home clinician to ensure the correct clinical pathway is achieved for the patient.
- To triage patients advising CICC, Nursing and Residential home clinician on the correct course of action. Use clinical knowledge and experience to close the case over the telephone and prevent an unnecessary conveyance to A&E.
- To triage health issues and facilitate the delivery of relevant services in unplanned care as a matter of urgency.
- The assessment, planning, implementation, and evaluation of programs of care, which meet the needs of patients. This assessment will utilise a variety of methods including video link and face to face assessments.
- To provide advice, information and support for doctors, nurses, social workers and other partners across the system regarding the implementation of national guidelines.
- Responsible for the initial holistic assessment, implementation, and evaluation of programmes of care with often complex needs of acutely and chronically unwell patients within the Community setting without supervision.
- Make clinical judgements and decisions that can often require analysis of complex facts/situations that demand prompt action.
- Work within a multi-disciplinary team with support workers, physiotherapists, occupational therapists, community psychiatric nurse and social workers. Providing integrated skills and sharing knowledge.
- Responsible for safe, timely and accurate record keeping in accordance with our responsibilities in achieving clinical governance.
- Undertake audit activities as necessary and to participate in research developments to improve the service.
- Discuss complex medical and social issues, identifying needs, planning care, and advising others regarding the management of care within the community, dealing with conflict, sensitive information or breaking bad news.
- Carry out and educate junior staff on nursing interventions drawing on a wide range of specialist knowledge gained from practical experience and specific training. This element of the role will be a facet of the rapid response approach to delivery and will be utilised greater as part of integration as the role becomes more developed and established. These skills include:
 - Wound Care and Pressure Ulcer Management
 - Pain Management. This requires extensive knowledge of the physiology of pain and symptom control
 - Palliative Care
 - Care of the elderly: associated confusion, delirium, and dementia
 - Care of the patient with infectious disease
 - Continence and bowel management
 - Diabetes management
 - Care of respiratory patient
 - Care of patient requiring intravenous therapy

- Management/treatment of long-term conditions (exacerbations)
- Falls prevention.
- To be the first point of contact and work autonomously carrying out initial and on-going assessments of acute/complex situations, which require analysis and response to avoid unplanned hospital admissions.
- Promote a multi-disciplinary team approach to care by ensuring effective and appropriate networks with other members of the primary, secondary health care team and other agencies.
- Be responsible for an identified caseload of patients, procuring services for individuals to ensure on- going support. This will be carried out as part of a Teletriage approach with allotted care home responsibilities.
- Actively participate in the development of new policies and procedures relevant to the service.
- Undertake risk assessments related to patient safety on a regular basis in order to support the independence of individuals within their place of residence.
- Develop, sustain, and evaluate collaborative work with all partner organisations.
- Collectively prioritise workload on a daily basis, allocate resources and ensure effective cover to provide a quality service.
- Plan and implement shift rotas and manage physical resources ensuring maximum efficiency.
- Ensure records are kept according to Trust Policy standard operating procedures, both paper and electronic health records.
- Maintain competence in line with fitness to practice status identified through annual CPD to support the revalidation process and to maintain NMC registration at all times.
- Mentor and facilitate students and junior staff members in their professional development.
- Be willing to undertake further educational qualifications in line with service developments as identified within CPD.

This is not intended to be exhaustive and may be reviewed periodically with the post holder to ensure that the job relates to the job being performed.

5 Vision and values

Our common purpose and values were developed by staff from across the organisation and reflect who we are and what we stand for.

Our common purpose is...

Together...

we will support you and your
community to live well.

Our values...

Compassion

Supportive and caring, listening
to others.

Open

Communicating openly, honestly
and sharing ideas.

Trust

Trusted to deliver, feeling
valued and safe.

6 Data protection (General Data Protection Regulations 2018) / Freedom of Information Act 2000/Computer Misuse Act 1990

Wirral Community Health & Care NHS Foundation Trust fully supports the principles of corporate governance and recognises its public accountability, but equally places importance on the confidentiality of, and the security to safeguard, both personal information about patients and staff and commercially sensitive information. It is an annual requirement for employees to complete basic online Information Governance training.

Responsibilities for all staff

To ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the General Data Protection Regulations 2018 and adhere to the principles of Caldicott.

Employee should be aware that the Trust operates a 'Code of Conduct for handling personal identifiable information'. They should become familiar with the 'Code' and keep up to date with any changes that are made. Breaches of the guidelines in the 'Code' could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal.

To comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and the Computer Misuse Act 1990.

With the addition of management responsibilities for managers

To ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the General Data Protection Regulations 2018 and the principles of Caldicott.

To ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000, the Computer Misuse Act 1990 and that staff are updated with any changes or additions relevant to legislation.

7 Appraisal / Learning and development

Wirral Community Health & Care NHS Foundation Trust is committed to supporting staff in carrying out their roles. As part of our commitment to supporting staff carrying out their roles, the Trust operates an annual appraisal. Wirral Community NHS Foundation Trust appraisal is based on the principles of good people management and how organisations can enable people to work effectively. Wirral Community Health & Care NHS Foundation Trust appraisal aims to support the effective learning and development of individuals and teams.

8 Equal opportunities

Wirral Community Health & Care NHS Foundation Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups under the Equality Act 2010.

9 Risk management, Sustainability and health and safety at work

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. All employees are expected to consider sustainable and environmental options during their working practices.

10 Infection control

Reducing the risk of infection through good infection control practice is the key priority for Wirral Community Health & Care NHS Foundation Trust. It is the responsibility of every member of staff to prevent and control the spread of infection. In order to maintain high standards of infection and prevention control all staff are expected to comply with Trust infection and prevention control policies, procedures and best practice guidance and report and concerns to their managers.

Staff are required to attend mandatory infection prevention and control training as set out in the Trust mandatory training matrixes.

11 Safeguarding

Wirral Community Health & Care NHS Foundation Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

12 Smoking

The NHS is smoke free. Smoking is not permitted on any of our premises, grounds or the surrounding land including car parking facilities. This also applies to the use of electronic cigarettes (vaping). The use of electronic cigarettes is prohibited wherever smoking is prohibited.

13 Policies and procedures

Wirral Community Health & Care NHS Foundation Trust has numerous policies and procedures in place which provide standard organisational ways of working in line with organisational objectives, relevant legislation and requirements. Policies allow for continuity and consistency within the Trust. Employees must abide by and always adhere to all Wirral Community NHS Foundation Trust's policies.

14 Agreed job description

Post holder

Name:.....

(please print)

Signature:.....

Manager

Name:..... (please print)

Signature:.....

Date:.....