
Job Description

Job Title: Complex Discharge Coordinator

Grade: Band 6

Reports To: Complex Discharge Team Leader

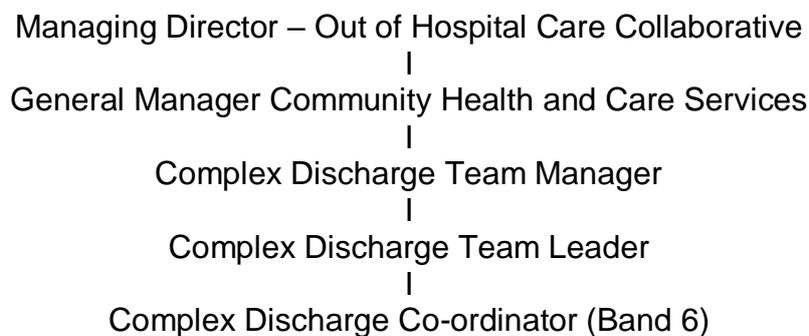
Accountable To: Complex Discharge Team Manager

Job Purpose:

To coordinate complex patient discharges by liaising across the Health and Social Care economy and working collaboratively with Primary Care and third sector services, This is an integral role provided at both the acute sector and the community setting. The purpose is to assist the Trust to maintain capacity and flow throughout the whole system and to promote safe and timely discharges, with the intent to reduce the detrimental outcomes associated for patients who have a prolonged length of stay.

The Trust have a number of discharge initiatives that aim to bring care closer to home, therefore the post holder must be confident and proactive in sensitively challenging conventional thinking.

Organisation Chart:



Key Result Areas:

- Work independently managing own allocated case load.
- To respond to referrals within 1 working day, notifying Discharge Team Manager/ Leader immediately should this not be achievable.
- To work towards the specified Estimated Discharge Date (EDD) identified by the Clinical/ Multidisciplinary Team.
- Review daily, each complex patient's progress towards discharge to determine if the plan needs to be revised and actioned in order to achieve a timely and safe discharge.
- To prepare complex patients and their relatives at the earliest opportunity in relation to planning for discharge – ensuring the philosophy of assessments taking place closer to home is reiterated rather than in the hospital setting.
- To support ward staff and assist in coordinating patient discharge for those entering 'end of life, liaising with necessary partners and organisations such as Continuing Health Care, local hospices, District Nurses, Voluntary sector and Charitable organisations.
- Ensure the 'discharge database' is accurately completed and up-dated to enable Delayed Transfers of Care patients and the reason why they are delayed to be identified and counted on a daily basis.
- To identify appropriate patients through the 'trusted assessment' process to the various 'Discharge to Assess' initiatives to bring care closer to home for patients.
- To undertake Mental Capacity assessments in accordance with the Mental Capacity Act (2005) in relation to specific decisions pertinent to the patients discharge plan.
- To lead and coordinate the NHS Continuing Health Care process in accordance with 'The National Framework for CHC' and based on the 'trusted assessment' agreed with SWCCG.
- To inform and provide the Team Manager/ Leader with all data required to prepare the weekly SITREP report on Delayed Discharges in accordance with the Care Act (2014).

- To escalate to the Team Manager/ Leader patients declining to leave an acute or community bed will require choice directive.
- To undertake or deputise for some aspects of the Team Leaders role when necessary, such as attending meetings.
- To cover and rotate through all areas as allocated by the Team Manager/ Leader – including Acute, Community sectors and the D2A care homes.
- To participate in the delivery of new Trust initiatives related to the process of patient discharge.
- Liaise closely with all the Infection Control and Risk Management Teams to minimise any risk to patients in the transfer / discharge process.
- Respond to all verbal and written complaints in line with the Trust complaints procedure initiating resolutions where possible and report outcome to Discharge Team Manager/ Leader.
- Ensure adherence to all measures stipulated in the Trust's in patient Discharge Procedure and other policies related to the discharge process.

Knowledge, Skills and Experience Required

- To have a full understanding of the Discharge Process and the knowledge and skills to apply effectively in practice to ensure a safe and timely patient discharge takes place.
- To assist in identifying, negotiating and co-ordinating the movement of patients who are suitable to transfer to other health or social care facilities.
- To promote integrated and collaborative working with health, social care teams and third sector providers.
- To initiate and lead patient case conferences or 'best interest' meetings, as necessary with discussions and actions documented.
- The post holder will be required to use a computer, either stands alone or as part of a networked system and will be responsible for the quality of information recorded.
- To sensitively challenge conventional thinking that hinders or creates a delay in the process of patient discharge.

Measurable Results Areas

- The post holder will maintain accurate records both written and electronic, deal with highly sensitive information respecting confidentiality and security at all times in accordance with Trust policies and data protection.
- To support and actively participate in audits pertaining to patient discharge and whole system flow.
- To contribute to the development of standards, protocols, care pathways and clinical audit when requested.
- To contribute to strategies and use relevant information systems to collect and interpret data that will lead to the formulation of action plans that seek to improve the discharge process.

Communications and Working Relationships

- To utilise information systems, internet, hospital intranet and results reporting to facilitate the discharge process.
- To ensure the 'discharge database' is accurately up-dated, to capture all complex patients.
- To attend designated multidisciplinary meetings to agree, set goals and action accordingly within a specified time scale.
- To communicate with staff, patients, carers and relatives using a professional and sensitive manner to respond to a range of enquiries maintaining confidentiality at all times.
- To involve the patient, relatives and carers offering information, literature, advice and guidance; keeping them fully informed of the discharge process and plan.
- Ensure external communication links with all relevant stakeholders is established and maintained, by accurate information sharing with all social care & health community teams, General Practitioners and third sector organisations, such as Age UK.

Education and Training

- To support the Discharge Team Manager/ Leader in assisting newly appointed team members to achieve understanding and competence in the art of Complex Discharge planning.

- To provide support, education and training to nursing staff, including the induction of new staff and other multidisciplinary workers in all aspects of discharge planning.
- Promote an environment through education and training that supports and encourages all staff to take ownership and proactively manage the process of patient discharge.
- To develop own and others knowledge, skills and practice within the field of discharge planning.
- To keep up to date with National Legislation, Best Practice and guidance relating to patient discharge.
- To participate in relevant nursing forums to establish links, enable open discussion, allowing the sharing of knowledge, skills and information regarding the subject of discharge planning.
- On a rotational basis – deliver/ participate in the Trusts mandatory adult safeguarding training.

To act as a role model and source of local knowledge to ward staff pertaining to discharge planning in relation to services and resources available.

Professional/Personal Responsibilities

- To be responsible for and provide evidence that all mandatory training is undertaken and up to date as per training matrix.
- Maintain active status on the NMC register or equivalent professional registration.
- Act always in accordance with the NMC Code of Conduct or professional registration and guiding documents.
- Take responsibility for personal development and education with regard to Revalidation and Personal Development Plan objectives.
- To be aware of your own learning needs and limitations to maintain professional expertise by embracing the concept of lifelong learning.
- Participate in clinical supervision for self and others and utilise reflective practice.
- To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

- Up-date and maintain professional knowledge to sustain a high level of awareness of relevant research issues and trends within the field of discharge planning.
 - The post holder will be required to have access to independent means of transport for work purposes to travel across the acute and community Trust and to other agencies.
 - To participate in weekend and Bank holiday cover as deemed necessary.
 - Participate in the hospital bleep rota on a monthly basis.
 - Ensure effective use of resources
-

General Items:

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with the South Warwickshire NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

For Band 5 and below

Recognise the importance of adopting healthy lifestyles and be aware of health and wellbeing initiatives.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To contribute to promoting and implementing the Trust's Carbon Management policy, in line with team and organisational objectives.

For Band 6 and above

Ensure that the Trust Smoke Free Policy is adhered to and that staff, patients and visitors are signposted to smoking cessation services.

Identify any appropriate support or interventions for staff to support their wellbeing.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To accept responsibility for the provision of effective infection prevention and control within the Trust in liaison with the Trust's Infection Control Team.

To act as a role model in applying good infection control practice and ensures compliance with all Infection Control policies.

To promote and demonstrate implementation of the Trust's Carbon Management strategy and policy, ensuring team members are fully aware of the policy and are contributing to this.

This job description is subject to review at any time in consultation with the post holder.