Job Title: Technology Enabled Virtual Ward Clinician

Islington Urgent Response and Recovery Team (IUURT)

Grade: Band 6

'Helping local people live longer, healthier lives'

Job Description

Job Title	Technology Enabled Virtual Ward Clinician- Islington Urgent Response and Recovery Team
AfC Pay Band	Band 6 (inner London)
Hours	37.5 hours a week, full time
Annual Leave	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service.
Department	Islington Urgent Response and Virtual Ward.
Location	Whittington Hospital and or Cross Site
Responsible to	Islington Urgent Response Operational Lead
Accountable to	Service Manager

POST SUMMARY

The post holder will work in the Islington Rapid Response and Virtual Ward (RRVW) team which is part of the wider multi-agency Islington Urgent Care Response service which supports hospital discharges and admission avoidance.

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RRVW is co-located and integrated with therapy and adult social services colleagues and aims to respond to patient referrals in the community within 2 hours to prevent/reduce admission to hospital including those patients under technology enabled Virtual ward.

The post holder will primarily be working in Whittington Virtual Ward but may be required to support patients in other NCL boroughs.

The post holder is accountable to the service manager and will have continuing responsibility for the nursing care given to patients with sub-acute conditions in identified community settings, without direct supervision. The candidate is personally accountable for the nursing standards of such delegated duties. The candidate is also responsible for demonstrating procedures for qualified and/or unqualified staff. The candidate will provide evidence-based care, advice and information to patients and carers enabling them to enjoy maximum independence and optimum quality of life.

The post holder will proactively manage a caseload of patients requiring complex case management in order to prevent hospital admissions and facilitate early discharge to improve patient health outcomes. Patients requiring case management in the Rapid Response and Virtual Ward service will be identified by case-finding in the Ambulatory Emergency Care (AEC) unit, Accident and Emergency department, UCLH wards and also via Community referrals eg GP, Care Homes, Community Nurses, LAS etc.

Key partners are Whittington Hospital/UCLH/Royal Free/NMUH - Emergency Departments, assessment units, acute wards, community nurses and GPs within the NCL boroughs.

Patients will be identified as not requiring hospital admission but is in need of Community support in order to go home safely or to remain at home.

Working autonomously, the post holder will have continuing responsibility for proactively involve in remote monitoring and managing, patients on the caseload. In addition, the post holder will be expected to develop skills in physical assessment, diagnostic reasoning and non-medical prescribing and use these both in the community. Using these skills will assist in the recognition of early symptoms of disease exacerbation, acute illness and injuries. The post holder will be expected to co-ordinate care and navigate the patient through pathways across the primary, secondary care interface, including prevention of unnecessary admissions, facilitating appropriate ones through in-reach case finding in both the hospital setting and also via GP referral.

Care, compassion, competence, communication, courage and commitment will underpin all care delivered as well as Standards for Better Health Care, National Service Frameworks, the long-term conditions agenda, hospital avoidance and care closer to home.

The post holder will be a Clinician within the Islington Urgent Response and Virtual ward and therefore act as a clinical leader and role model to staff, offering clinical advice on the care of patients with complex needs as required. They will work with colleagues and managers to support the integration of care pathways and patient care across community and acute settings. This post will also involve in reach to hospital settings.

KEY DUTIES AND RESPONSIBILITIES

1. Clinical/ Professional Role:

Provide specialist, high quality, expert nursing care and support for patients who are suitable for Remote monitoring and Islington Urgent Response in liaison with the multidisciplinary teams (MDT) through assessment and care planning.

- To maintain own clinical expertise around patient care and best outcomes, to keep updated & remain credible.
- Carry out planned care for a group of remotely monitored patients without direct supervision, utilising escalation pathways to ensure care is coordinated across Virtual Ward pathways.
- Develop new skills and knowledge pertaining to the speciality as advised by the Digital Lead Nurse.
- To keep up to date with current developments in digital clinical practice and ensure evidence-based practice.
- Ensure the assessment, planning, implementation, and evaluation of evidence based individualised patient care, or assist others in undertaking this assessment.
- Assist and advise staff, both registered and unregistered in the delivery of patient care through the digital health record.
- Ensure all staff maintain accurate clinical observations of the patient and act accordingly.
- Monitoring caseloads in conjunction with team members. Discussing with the Matron / ACP / Clinical Leads/ GP/ Consultant any concerns or significant changes in the case load.
- To develop and maintain effective links and relationships with relevant professionals to ensure a seamless service.

- Refer to other disciplines/professions when required.

- Support patients to self-manage, monitor their condition and make informed choices.

- Act as a named clinician for designated patients within the service.

- Ensure that nursing documentation is maintained to high standards and to be a competent user of and participate in the ongoing development of the Trust's planned Electronic Patient Record.

- Promote the development of evidenced based practice.

- Participate in clinical supervision to agreed standard.

- Ensure high standards of care are given to all patients.

- Advise patients on the promotion of health and the prevention of illness.

- Be responsible for gaining intravenous access and administration of prescribed medication for patients requiring short-term antibiotics and for monitoring their care.

- Collaborate with medical colleagues in ensuring that appropriate investigations and procedures are performed to complete the patients' treatments and that patient, and their families are fully informed and understand the purpose for these.

- Support the MDT in identifying potential discharges, giving support and advice when needed.
- To develop links with community health providers and other services which are involved in Virtual Ward patient care.
- To support the wider team in developing strategies for utilisation of the Virtual Ward service. Promoting communication, advertising and sharing of good practice.
- To manage and work as an effective member of the Virtual Ward, contributing to the development of the team and its activities within the wider context of UCR. To participate fully as a team member, sharing knowledge, information and supporting colleagues to promote a cohesive team.
- Support in developing and delivering teaching programmes with all Trust staff to ensure best practice.
- To respond to and prioritise a range of demands and tasks in a rapidly changing environment whilst liaising with other members of the multi-disciplinary team.
- To participate in the monitoring and delivery of quality standards in relation to clinical practice, ensuring any issues are brought to the attention of the Matron.
- To contribute to the development and maintenance of a positive learning environment for staff, patients and visitors ensuring effective, timely and appropriate information to patients and relatives.
- To participate in audit and information data collection.
- To deal with emergency situations effectively and professionally.
- To manage accidents/incidents involving patients, visitors and staff, report to the Matron and commence enquiries/observations/documentation as necessary.

2. Liaison:

- Promote the service and support clinical staff to facilitate the safe, effective and appropriate transfer of patients identified as suitable for Islington Urgent Response and Recovery team from ED, wards and the community.

- Work with and be responsible for the case management of patients identified for Islington Urgent Response and Virtual Ward.

- Attend multidisciplinary meetings and participate in cascading information from these meetings to relevant parties.

- Record data and support the collection of data for performance monitoring and reports.

- Maintain a patient database to monitor patient outcomes and also to audit the effectiveness of the Islington Urgent Response and Recovery team with the aim of developing the service.

- Understand the protocols and pathways for Islington Urgent Response and Virtual Ward and work with the MDT.

- Advise and recommend appropriate discharge options to patient, family and MDT in relation to any further care needs following discharge such as community nursing.

- Provide a follow up process of contacting patients being case managed, for example following up test results.

3. Management / Leadership responsibilities:

- Manage and co-ordination of patient care which includes daily triage and anything which is highlighted in your appraisal.

- Develop patient condition specific management plans with medical staff to improve patient clinical management.

- Ensure other clinicians and those working within the team are aware of pathways and procedures relating to Islington Urgent Response and Recovery team. Disseminate any changes in policy and procedures in a timely manner and to work within them.

- Attend appropriate internal and external meetings as representative of the department/Trust in relation to the Islington Urgent Response and Recovery team Nursing role and responsibilities.

- Actively participate in the development of the Islington Urgent Response and Recovery team service.

- Assist in the development of different IURRT & VW pathways, associated protocols and relevant patient group directions to ensure that patients are suitable for the service are identified as early as possible during their ED visit, inpatient stay, are recruited into the service, assessed and a plan of care agreed.

- Gain real time feedback from the users of the service to ensure that they are benefiting and that the service delivery is the best possible.
- Contribute to a summary report and clinical audit of the service and evaluate its effectiveness on patient outcomes.

4.   Professional responsibilities:

- Act within the respective code of conduct.
- Work within scope of practice.
- Undertake further educational qualifications and training in order to increase professional knowledge and remain updated.

5   Risk Management

- Assist in ensuring that clinical risk is assessed and managed in line with professional standards.

- Ensure that comprehensive risk assessment and management strategies are incorporated into all patient assessment and care.

- Ensure that the information contained in any Comprehensive Risk Assessment is responsibly shared with members of the Multidisciplinary team, Social Services and other agencies in order to appropriately manage and reduce risk.

- Always adhere to Whittington Health & Safety guidance and to lead by personal example of good practice.

6.   Record Keeping

- Ensure accurate, contemporaneous records are kept that facilitate safety and continuity of patient care. This is to include both paper and electronic records kept within the office and in the patient's own home.

- Ensure accurate statistical data is promptly submitted in line with Whittington Health Guidelines.

7.   Quality

- Work within Whittington Health Quality and Assurance Standards including the monitoring and reviewing of quality standards, policies and protocols as required within the service.

- Take the service lead in areas where there is a specific need as agreed with the Lead Matron.

- Ensure that the care given meets the standards and policies set by Whittington Health. To inform line management of constraints that will prevent these standards from being met.

- Respond promptly to any incident where service quality has fallen below an acceptable standard and report to the Lead Matron. To investigate such incidents and set action plans to ensure that identified weaknesses are resolved.

- Investigate complaints and clinical incidents as delegated by the Lead Matron making recommendations about changes to practice and service that may result.

8.   Professional Development and Responsibilities

- Participate in research projects, clinical audit and/or innovations following agreed policy and protocol, leading on these in certain areas as agreed with the seniors within the team.

- Contribute to the development of the RRVW by participating in working parties, committees and planning and discussion groups as agreed with Lead Matron and

- Submit timely information relating to service performance indicators and balanced score cards to the Lead Matron and the Quality and Assurance Department.

- Regularly participate in clinical supervision and act as a clinical supervisor to junior staff.

- Where the post holder has particular expertise, act as advisor/resource person to other staff.

- Participate in training as appropriate of undergraduate student, NVQ candidates, staff's competency framework participants, GP trainees and other trainees.

- Participate in resource projects and health promotion programmes as requested.

- Perform teaching sessions for staff in a variety of settings.

- Undertake duties as delegated by the Lead Matron.

9. Research

- Participate in agreed research projects, clinical audit and/or innovations subject to discussion with and following agreed policy and protocol.

- Contribute to the development of RRVW by participating in working parties, committees and planning and discussion groups.

Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:
Act within the Professional Bodies Code of Practice
Maintain their own work profile to ensure revalidation standards are met and assist junior registered staff in achieving revalidation.
Contribute and participate in the development of colleagues' professional practice across the trust through leading ward and/or department projects and supporting training.
Ensure optimum use is made of working time.

Equal Opportunities

Our latest policy known as "Promoting Equality, Diversity and Human Rights" outlines the Trust's commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: http://www.whittington.nhs.uk/default.asp?c=10505&q=equality "

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Infection control

All staff have a responsibility to follow infection control guidelines within the Whittington Health NHS trust and the patients under our care. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Health & Safety Policy

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

Safeguarding

It is the responsibility of all staff to safeguard children and promote their welfare. Child protection issues if identified must be notified promptly in accordance with trust policy and procedures.

Ensure you are familiar with and comply with the London Child Protection.
Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
Ensure you are familiar and comply with local protocols and systems for information sharing.
Know the appropriate contact numbers and required reporting lines.
Participate in required training and supervision.
Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information in any format whether electronic or paper based, you should do so in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

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Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at NMUH and Whittington Health.

Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

Our mission:
Helping local people live longer, healthier lives.

Our vision
Provide safe, personal, co-ordinated care for the community we serve.

Our goals
We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.
  ➢ To secure the best possible health and wellbeing for all our community
  ➢ To integrate and coordinate care in person-centred teams.
  ➢ To deliver consistent, high quality, safe services
  ➢ To support our patients and users in being active partners in their care
  ➢ To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
  ➢ To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population.

Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.

Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6-month probationary period for all staff with the exception of GMC Registered Doctors.

Person Specification

Post:	Associate Matron	Grade:	6		
Department	Islington Urgent Response and Recovery team	Candidate Name			Notes
Attribute		Essential	Desirable	How Assessed	
Education / Qualifications	Current NMC/ HCPC Registration Post registration education in a relevant area BSc or equivalent level of experience	✓	✓ ✓		Application and Interview
Skills & Abilities	IV cannulation and phlebotomy Administration of IV medicines. Diagnostic skills Physical Assessment skills Advanced physical Assessment qualification or willingness to work towards Proficiency in the use of equipment designed to aid diagnosis (e.g. ophthalmoscope, otoscope Computer skills. Well-developed communication skills (verbal and written). Non-Medical Prescribing or willingness to work towards Community Nursing skills, or willingness to expand field of knowledge and practice	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓		
Knowledge & Experience	Portfolio of varied Clinical experience Excellent clinical and holistic assessment skills Knowledge of current issues in the NHS Experience of Audit/Change initiatives	✓ ✓ ✓	✓		

		✓			
	Good knowledge of infection prevention and control	✓			
	Experience in Community/ A and E/ Care of the Elderly/ICU	✓			
	Understanding and insight into RRVW				
	Excellent communication skills	✓			
	Non-Medical Prescribing (or willing to work towards)	✓	✓		
	Good verbal and written communication skills	✓			
	Ability to motivate staff	✓			
	Ability to demonstrate awareness of need for effective team work	✓			
	Ability to demonstrate personal management skills	✓			
	Advanced nursing skills	✓			
	Excellent time management	✓			
	Ability to participate in training of Nursing staff, students and junior doctors	✓			
	IT skills	✓			
	Effective people management skills	✓			
PERSONAL QUALITIES	Flexible approach to work.	✓			
	Professional attitude.	✓			
	Positive attitude to change.	✓			
	Multi-disciplinary team working.	✓			
	Leadership qualities	✓			
	Able to prioritise workload	✓			
	Management of stress in self and others	✓			
	Able to lead and manage change.	✓			
	Adaptable	✓			
	Assertive	✓			
	Possess vision and commitment to the organisation	✓			

Completed by: ……………………………………………..   Date:………………

Offer post Yes/ No   Comments

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