

JOB DESCRIPTION

Job Title:	Discharge Facilitator
Band	Band 3
Care Group	Surgical Care Group
Directorate:	Head and Neck
Department:	C4 Head and Neck Ward (C4E)
Location:	Poole
Accountable to:	Ward Lead
Accountable for:	Ward Lead
Main Purpose	<ul style="list-style-type: none"> • To create safe and timely discharges. • To work closely with the patient on day 1 of their admission to the ward, supporting the patient with coming to terms with the operation, supporting them to mobilise (under Physiotherapy guidance), assist with communication needs especially when the patients are non-verbal (with support from Speech and Language Therapy), hygiene needs, wound care, nutritional intake, including enteral feeding, building confidence in managing their care independently where appropriate, and managing the patient's expectations regarding their admission/discharge alongside nursing staff and the Multidisciplinary Team (MDT). • To work alongside the discharge coordination team highlighting patients with complex needs where specialist intervention is required to progress the discharge plan. • Ensure all inpatients that have a complex admission/discharge have a discharge plan commenced and documented on admission and manage discharge dependent actions to reduce any potential delays. • To work in partnership with the MDT, social services, clinical commissioning groups, discharge coordination team and voluntary agencies regarding simple and complex needs identified during the admission process to provide effective discharge planning to patients and their representatives that facilitates timely discharge • Provide training when required to patient, relatives, and the wider MDT, including community nursing teams.

General Duties

- Attend morning ward rounds and 'board rounds'
- Introductions to new patients, talking through expectations for length of hospital stay and discharge plan
- Ensuring Health of the Ward (HoW) is accurate and up to date
- Attend MDT meetings
- Ensure documentation for discharge planning is completed accurately and up to date
- Communicate with relatives/significant others regarding discharge plans
- Support patient with activities of daily living, providing advice for discharge, referring to Occupational Therapy and Physiotherapy for input as appropriate
- Undertake training for discharge preparation with patients, relatives/significant others and the wider MDT, including community nurses. For example, airway management (to include daily care, emergency management, suctioning), wound care, enteral feeding, percutaneous endoscopic gastrostomy (PEG) care, and mouth care
- Liase with the discharge coordination team regarding specialist care or placement for complex discharge needs
- Support colleagues with routine discharges, including wound education, facilitating equipment, completing discharge documentation, encouraging completion of Friends and Family Test
- Ensure safe transfer from hospital, including booking hospital transport and communicating with relatives

Communication and Working Relationship Skills

Communicates effectively with a range of people about day-to-day tasks as required within limits of job role and training.

Ensure all documentation applicable for the role is recorded accurately, legibly, signed and dated in accordance with trust policies and procedures.

Work with MDT to ensure holistic care for patients and their representatives listens to and respects the needs of patients and/or colleagues.

Applies appropriate communication methods using a range of verbal and non-verbal skills helping patients/relatives overcome barriers to understanding when English is not their first language.

Treats everyone in a friendly and courteous manner.

To provide a clear discharge plan to patients and their representatives during the admission process.

Identify patients with cognitive impairment and highlight need for mental capacity assessments to support the discharge planning process.

Facilitate discharge plans at appropriate meetings including daily handovers, MDT meetings, care reviews and / or case conferences to agree and finalise discharge plans with patients and next of kin.

Liaise with care agencies and care homes to establish dates for assessments and agree transfer dates.

Escalate issues and barriers affecting a patients discharge to the clinical leads/MDT in line with the

trusts escalation matrix in the Discharge Planning Standard Operating Procedure (SOP).

Analytical and Judgemental Skills

Update Health of the Ward and escalate any issues delaying discharge.

To attend daily ward rounds to ensure the discharge planning actions are achieved daily.

Commence discharge planning discussions with MDT from day one of admission.

To ensure that Estimated Date of Discharge is reviewed daily and accurately recorded on e-CaMis indicating medically fit for discharge and planned discharge dates in line with optimum estimated dates of discharge related to specific health conditions.

Identify next of kin and / or representatives to support patient's discharge plans. Appropriately report complaints or concerns to the Nurse in Charge. Complete LERN forms as appropriate.

Planning and Organisational Skills

Organise own day to day activities prioritising tasks within the scope of the role.

To work with the MDT to ensure all patients have up to date, realistic discharge plans that are documented and take action to implement, monitor and amend the plans, if necessary, in partnership with all relevant personnel.

To ensure discharges are facilitated at the earliest opportunity each day, utilising the Departure Lounge and the Timely Admission and Discharge (TAD) process.

Ensure plans for transferring patients to community services are progressed with the patient, next of kin and MDT to facilitate discharge from hospital once deemed medically stable, therefore providing a reduction in length of stay and delayed discharges.

Escalate any delay within the discharge planning process to appropriate team leaders, clinical leaders and service managers. This may include MDT assessments, diagnostics, family and care home delays.

Responsibility for Patient/Client Care, Treatment and Therapy

Identify need for social services referral and complete with appropriate member of MDT.

Identify need for Continuing Healthcare Checklist (CHC), and support completion of the CHC to support completion of discharge in a timely manner.

Liase with Social Services/community settings regarding capacity and start dates for package of care/placement and escalate concerns.

Be a patient advocate.

Escalate patients who have complex needs to the discharge support team who will work in partnership to progress discharge plans and liaise with external partners when necessary to implement action that supports decision making and resolves conflict.

Responsibility for Policy / Service Development

Ensure policies are followed correctly.

Participate in improvement plans for the service.

Responsibility for Finance, Equipment and Other Resources

Careful use of equipment within area of work and refer faults appropriately.

Understand the cost of resources and utilising appropriately to minimise financial waste without compromising patient care to support discharge planning process e.g. self-funder or social service.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

Support, educate and demonstrate discharge planning activities to ward-based staff.

Complete qualifications as outlined in Person Specification Complete mandatory training.

Be familiar with Trust guidelines towards violence and aggression and be able to summon help and defuse situations in work area.

Responsibility for Information Resources and Administrative Duties

Document every step of the discharge planning process on a discharge planning and checklist tool.

Adequate IT skills to fulfil duties of post.

Maintain accurate patient record keeping including documentation in medical notes.

Provide robust tracking information on Health of Ward to identify patient's activity in their discharge planning process, highlighting delays.

Discharge patient via Trust computer system – Ecamis.

Meet Trust values, whilst delivering care to patients and relatives Information processing using relevant systems and in accordance with Information.

Responsibility for Research and Development

Undertakes surveys or audits for own work area.

Continually evaluate own knowledge and practice, addressing any areas of interest and make effective use of learning opportunities.

Freedom to Act

Follows established procedures, with supervision always available for reference.

Identify patients at risk and making appropriate referrals under the safeguarding pathway.

Have a duty of candour with patients, relatives and carers.

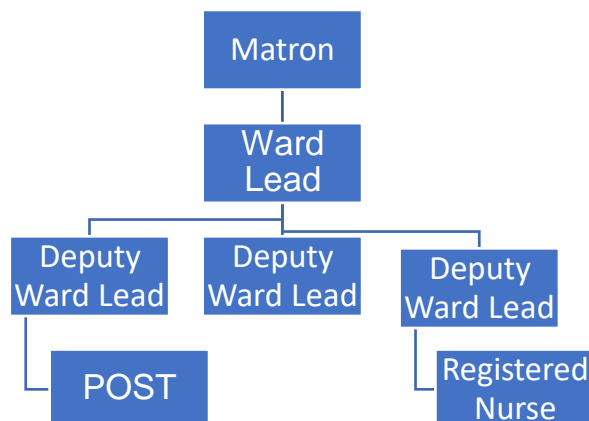
Mental, Physical, and Emotional Effort

Manual Handling To be familiar with Trust guidelines towards violence and aggression and when to summon help to defuse situation Standard keyboard skill.

Any Other Specific Tasks Required

To be reallocated to ward/areas by senior team members as and when required, often without warning Occasional distressing/emotional circumstances because of caring for patients with chronic/serious acute conditions or terminal illness.

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £201 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation change activity taking place following the merger of two hospital trusts to form University Hospitals Dorset NHS Foundation Trust last October.

Partnership with Bournemouth University

We are proud to be affiliated with Bournemouth University, and working closely in partnership with them, this provides us with the opportunity for establishing joint posts, shared learning and training, sharing facilities, and joint project work.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc.

Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSAWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21 (based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.

Version 4