

Candidate Brief

Band 5 Acute Dietitian

April 2024

A message from Epsom and St Helier University Hospital NHS Trust

Thank you for showing an interest in working for our busy and diverse hospitals. We are a high performing Trust with a strong track record in providing high quality care, delivering operational standards and meeting our financial targets. In addition to that, we are a system leader in bringing together acute, mental health, social care, community health and GPs in Surrey Downs and Sutton and have an absolute commitment to providing integrated care to the people we serve.

Our hospitals and community services are great places to work, with a range of opportunities across a wide range of clinical fields, as well as exciting opportunities in our clinical support and administrative teams. We have incredible staff benefits and dedicated training schemes, and we are always ready to support you in developing your skills. Working for us will not only take your career forward, but could help to transform the lives of our patients and visitors too.

We know that all of our achievements are only possible because of the commitment, team work and expertise of our staff – and we truly value the dedication our teams show. As a result, we want Epsom and St Helier to be an outstanding place to work where staff are treated with, and treat others with, respect at all times.

There is simply no place for bullying, racism, discrimination or other poor behaviours in our hospitals and we work together to ensure that respect is at the heart of every interaction we have with one another and our patients.

So by choosing to work here, we all also choose to be role models of respect. We can make this commitment thanks to a recent comprehensive review of the culture of our organisation (including more than 3,000 pieces of feedback from our staff and patients and thousands of us going through bespoke training and workshops), which showed us that ‘above all we value respect’ and gave us the tools to make sure we can live by this powerful value. I hope you do decide to join the wonderful team at Epsom and St Helier.



ABOUT EPSOM AND ST HELIER AND THE WAY WE WORK:

Epsom and St Helier hospitals provide 3 main functions:

- District General Hospital provides services to a population of c500,000 from 2 main sites (St Helier hospital and Epsom hospital). This now includes a significant range of community health services to the catchment but the operational responsibilities for these services are not included within the scope of this role.
- Renal services to 2 million people across SW London and Surrey with a main centre at St Helier and 8 satellite dialysis units
- South West London Elective Orthopaedic Centre, Europe's largest joint replacement centre, hosted at Epsom hospital, which is a partnership of 4 acute Trusts.

The Trust employs c 6,000 staff and has an income of c£500m and expenditure of c£510m in 18/19.

In 18/19 the Trust delivered comparatively strongly on the key constitutional standards. We achieved the Cancer standards and were in the top 10 providers for the 62 day standard for the whole year.

Our A&E performance was 92% but showed a sustained drop in the second half of the year to the high 80%^s. We remain in the top quarter but a long way from our trajectory. On RTT we achieved the reduction in the total waiting list that was requested in line with our plan, but have not delivered the constitutional standard for 24 months. The Trust over performed against its control total and as a result received bonus provider sustainability funding.

The Trust is completely committed to being a clinically led organisation and has c10% of consultants in leadership roles. The main decision making body is the Trust Executive Committee which is made up of 55 people, two thirds of whom are senior clinicians. By the time the new COO takes up post the Trust will have re-structured its operations to go from a directorate to a divisional structure with much leaner lines of accountability. The aim of creating a divisional structure is to enable us to devolve more autonomy to the front line clinicians and free up Executive Director time to focus on strategic issues.

We are determined to continuously improve the staff experience at Epsom and St Helier. We launched a major initiative in 18/19 to listen to our staff, about their experience, a process for which we have been commended by both the CQC and NHSI. This process has culminated the launch of a new Trust wide value of 'Respect', significantly changing our recruitment processes as well as and increased focus on ensuring everyone from whatever background can perform at their best. We expect all the Directors to visibly be role-modelling our behaviours and leading the implementation of the value of Respect in everything that they do.

The Trust committed in March 2015 to a 5 year strategy which set out commitments to our patients until 2020, and the key challenges faced by the organisation. This strategy committed to keep both hospitals with their existing acute service portfolio. Our long-term aim is to secure our strategic future which by concentrating acute services into a single location whilst retaining the current sites to provide non-acute and community services to our current population. This programme of work called Improving Healthcare Together is being led by our 3 local CCGs. A draft Pre Consultation Business case will have been submitted to NHSE/I setting out the case by the time the new COO is in post. It is hoped to consult the public at the earliest opportunity with the aim of the new facility being built in the mid 2020's.

For the medium terms, we are now refreshing our interim plans to produce the 2020-25 strategy. It will need to focus on the ability to sustain acute services for the next 5 years and also on how we systematically implement the new care models set out in the Long Term Plan as they relate to hospital based services. This will require a big focus on transforming both planned and unplanned care pathways. Over the next couple of years it is expected that the Trust will take on a more significant leadership role in the places we serve as well as being responsible for hospital based services, and it is likely that the focus on "place" will have a significant impact on non-elective services.

The Trust and both our main CCGs are in deficit. We have produced a joint finance recovery plan for the Trust and the two places which genuinely takes cost out of the system rather than moving deficit around the system.

Epsom and St Helier is a strong District General Hospital at the leading edge of community integration and with some significant regional services – and the opportunity to deepen all of these services. The successful candidate will demonstrate the ability to maintain strong performance on a day to day basis, whilst linking up the acute and community services to drive service and financial improvement. There is a real opportunity to shape the future of the NHS.

Our shared purpose

Developed by our patients and staff in the Your Voice Your Values project, 2018.



All of us who work at Epsom and St Helier

Choosing to work at Epsom and St Helier means I choose to sign up to our values, behaviours and expectations.

-  Respect and value other people's views, experience and skills
-  Develop myself to be a great role model of our behaviours
-  Treat patients with respect and as equal partners in their care
-  Treat everyone fairly regardless of protected characteristics, profession, role or level
-  Speak up whenever I have a concern, give feedback respectfully, receive feedback gracefully, admit mistakes, resolve issues together
-  Respect myself, looking after my own health and wellbeing
-  Create a respectful environment free from disrespectful behaviour
-  Respect my role, doing a good job to meet my objectives as they change, and doing the best I can with available resources.

Our ambition is to provide an outstanding level of care to our patients and communities

Above all we value respect. This means everyone at the Trust – whether a member of staff, a patient or their loved ones – can expect to be treated with respect, whatever their role or background. This ensures kind, positive, professional teamwork, delivering great care to every patient, every day.

By choosing to work here, you also choose to value and role model respect. This means having respect for the Trust and your roles and responsibilities, as well as colleagues, patients and anyone who interacts with the Trust.



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Epsom Hospital

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Epsom and St Helier University Hospitals NHS Trust offers an extensive range of services, including cancer, pathology, surgery, and gynaecology to over 490,000 people in south west London and north east Surrey. We operate two busy general hospitals, Epsom Hospital and St Helier Hospital, and run services from other locations, including Sutton Hospital.

St Helier Hospital is home to the South West Thames Renal and Transplantation Unit and Queen Mary's Hospital for Children, while Epsom Hospital is home to the South West London Elective Orthopaedic Centre (SWLEOC). Both Epsom and St Helier hospitals have Accident and Emergency departments (A&E) and Maternity services (Obstetrics).

The Trust also plays an active role in the local healthcare economy. Surrey Downs Health and Care brings together our staff, CSH and the GP groups in Surrey Downs, and Surrey County Council in a partnership to improve care for local people. Also health and care teams from organisations (the London Borough of Sutton, Epsom and St Helier University Hospitals NHS Trust, Sutton GP services, The Royal Marsden NHS Foundation Trust and South West London & St George's Mental Health Trust) across Sutton that provide care to Sutton's older population are coming together to work as one team.

The team will ensure people have the right support in place for them to maintain their independence and live healthily and safely at home for as long as possible.

JOB DESCRIPTION

Job Title: Dietitian

Grade: Band 5

Directorate: Clinical Services

Hours of Work: 37.5 hours per week

Site: Epsom Hospital

Responsible to: Dietetic Team Lead

Accountable to: Therapies Service Manager

KEY TASKS AND RESPONSIBILITIES

Clinical

- To provide advice to referred patients and carers, and clinicians. This will involve nutritional assessment; to include the calculation of nutritional requirements based on the interpretation of biochemistry, anthropometry, clinical condition and other physical parameters.
- To interpret received information concerning medical and social history to ensure advice is given in a person centred and culturally specific way.
- To support the use of a nutrition-screening tool for inpatients to ensure patients are appropriately referred to the dietitian.
- To undertake training to be deemed competent in the use of all equipment related to nutritional assessment and enteral feeding e.g. anthropometrics and feeding pumps.
- To undertake training and be deemed competent in the management of enteral feeding tubes including balloon volume changes and advance and rotating.
- To be responsible for the discharge planning of patients going home on artificial nutritional support.
- To identify patients who will need to be followed up in the community and make appropriate onward dietetic referrals.
- To liaise with pharmacy staff to ensure the correct provision of nutritional supplements and enteral feeding products.
- To liaise with catering staff, concerning the dietary requirements of the patients, and to work with the catering department in the provision of therapeutic diets.
- To provide nutrition teaching sessions to other members of the multidisciplinary team and identified patient groups as required.
- To work closely with dietetic team to provide an appropriate service to patients.

General

- To plan, prioritise and manage own caseload, taking into account risk management and clinical governance initiatives.
- To ensure that adequate patient records of assessment, treatment and progress are maintained in accordance with service standards.
- To record all patient activity according to department standards.
- To maintain patient confidentiality at all times.
- To attend and contribute to regular dietetic team meetings.

- To discuss with their professional lead the opportunity for policy development within own clinical area.
- To review, update and develop dietary information and education materials.
- To be actively involved in the training and effective supervision of dietetic students.
- To contribute towards maintaining and improving high standards of dietetic practice through the application of clinical governance initiatives including participation in audit and research as appropriate.
- To take part in appropriate training for the post including mandatory training.
- To participate in continuing professional development as identified through a performance development programme including management and clinical supervision.
- To work in close cooperation with colleagues to provide continuity of dietetic advice to cover annual leave, study leave and sick leave.

Communication

- To ensure effective communication with colleagues.
- To communicate and liaise with multidisciplinary teams regarding the nutritional management of patients and where necessary provide information and education to clinicians, patients and carers.
- To communicate with colleagues, patients and visitors in a polite and courteous manner at all times.

Person Specification

Values and Behaviours	Essential	Desirable
<ul style="list-style-type: none"> Put the patient first by being happy, helpful, caring, respectful and patient Always taking opportunities to improve, encouraging excellence Work as one team – communicate, collaborate and share Respect each other by being polite, pleasant and listening 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	
Qualifications and Knowledge		
<ul style="list-style-type: none"> Relevant degree or postgraduate diploma in Dietetics HPC registered Member of the British Dietetic Association Demonstrable knowledge of common clinical conditions and dietetic interventions Knowledge and understanding of the differing needs of a variety of patients Knowledge in the management of a variety of enteral feeding tubes Knowledge in managing patients with an oncological diagnosis 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
Experience		
<ul style="list-style-type: none"> Understanding of dietetic service within a busy hospital Understanding of the importance of effective multidisciplinary working Experience of carrying out audit 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
Skills and Abilities		
<ul style="list-style-type: none"> Effective written and verbal communication skills Effective team working skills Problem solving skills IT skills Ability to prioritise workload 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
Personal Qualities		
<ul style="list-style-type: none"> Ability to recognise own limitations and access appropriate advice and information High level of enthusiasm, motivation and initiative 	<ul style="list-style-type: none"> ✓ ✓ 	

<ul style="list-style-type: none"> • Excellent interpersonal qualities 	✓	
<ul style="list-style-type: none"> • Commitment to continuing professional development 	✓	