

**Job Description**

**1. JOB DETAILS**

**Job Title: Nurse Specialist Seaton Hospice at Home**

**Band: 6**

**Reports to: Nurse Specialist Team Manager**

**Seaton Hospice at home**

**Accountable to: Clinical Matron**

**Department / Directorate: Community Nursing - Health and Social Care Directorate**

**2. JOB PURPOSE**

The post holder will work as part of the Seaton Hospice at Home Specialist Nursing Team, to deliver the Seaton Integrated Model for Palliative and End of Life Care for All. This service is commissioned and funded by The Seaton League of Friends but hosted and managed by the Royal Devon University Healthcare NHS Foundation Trust, as part of the Community Nursing service for Seaton.

This team provides a specialist 24 hour holistic and patient-centred palliative-care service for all patients who are registered with a Seaton GP and diagnosed as palliative, regardless of disease or complexity, guided by the individual needs and wishes of the patient and their family/carer.

This role encompasses the assessment and advisory skills of a Palliative Care Clinical Nurse Specialist, with practical Registered Nurse “Hospice at Home” skills.

This team integrates seamlessly with the existing community nursing and social care providers, and local primary and secondary care services.

**3. Job Outline**

As part of the Seaton Hospice at Home Specialist Nursing Team you will:

* Work closely with the Team Manager and other members of the team, using your skills as a registered nurse to deliver the highest standard of specialist end of life care, that is holistic and patient centred, in collaboration with all appropriate health and social care services.
* Be expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open honest communication.

Be expected to work with the Team Manager and Clinical Matron to further develop services in collaboration with the Seaton League of Friends and the wider health and social care team.

* Ensure that the Seaton and Colyton medical practice and Townsend House practice population receive the appropriate end of life care in their preferred place, usually at home, avoiding unnecessary hospital admissions and facilitating discharge.

This role will involve:

* Lone Working
* Remote working without supervision
* Antisocial hours and On-Call cover, with the ability to provide home visits out of hours when required
* Supervising, teaching and involvement with the development of peers and other relevant team members, students, carers and patients.

**4. Key Relationships**

* Other members of the Seaton Hospice at Home Specialist Nursing team.

Royal Devon University Healthcare NHS Foundation Acute Trust colleagues: End of Life Leads, Royal Devon & Exeter Palliative and Supportive Care Team, Clinical Nurse Specialists.

Eastern Services: Royal Devon University Healthcare NHS Foundation Trust, Community Matrons and Nurses, Urgent Care Response team, Seaton Community Hospital staff.

Eastern Services: Primary and Social Care colleagues, especially GPs and staff at The Seaton and Colyton medical practice and Townsend House Surgery, local care agencies, Residential and Nursing Home staff.

* Seaton League of Friends.
* Hospiscare In-Patient Unit, Exeter.

**5) ORGANISATION CHART**

Community Services Manager

Clinical Matron

Band 7 Nurse Specialist Team Manager Seaton Hospice at Home

Seaton League of Friends  
Steering Group on Palliative & EOL Care

Band 7 Community Nurse Team Leader

Community Services including community nursing, Urgent Community Response and Community Matrons

Band 6 Nurse Specialist Seaton Hospice at Home

Band 4 Assistant Practitioner Seaton Hospice at Home Assistant Practitioner

**6) KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES**

**Clinical Responsibilities**

* To assess and review specialist palliative care needs for patients and their loved ones that are holistic and person-centred.
* To support families as they care for their loved ones at home, in a way that is acceptable to them, tailored to their individual need.
* To collaborate and communicate with primary and secondary care colleagues to direct patient care as needed.
* To approach patient care using evidence-based practice, maintained by continued professional development and personal reflective practice in order to maintain highest standards of care and service delivery.
* To deliver hands-on nursing care, symptom management, informed choices and carer support that enables patients to remain at home, and to avoid unnecessary acute hospital admissions.
* To act as the patient’s advocate when relevant, enabling them to communicate their wishes and care preferences to family and other involved health and social care professionals. To assist them with Advance Care Planning decisions if appropriate.
* Communicate highly distressing information regarding prognosis/disease progression to patients, families and carers.
* To be alert to any safeguarding issues with our patients and family carers and escalate as appropriate. To understand the implications of the Mental Capacity Act and Deprivation Of Liberty Safeguards, and refer any concerns to the Nurse Specialist Team Manager.
* To work as a valued team member, eager to share knowledge and be supportive of your colleagues, and your co-workers in health and social care.
* To recognise and value that multi-professional team working in palliative care is of paramount importance, both for our commitment to provide best care possible for patients and their loved ones, and to our responsibility in supporting each other in our highly emotive work environment.
* To support and care for junior staff, volunteers and students so that they are encouraged to learn, and feel valued as part of the Seaton Hospice at Home Nurse Specialist Team.
* To positively support the service strategic plan and service developments, upholding both the Royal Devon and Seaton Hospice at Home values.
* To uphold the NMC Code of Conduct at all times, acting as both a role model for the nursing profession and an ambassador for Seaton Hospice at Home..
* Infection Control: To adhere to the Royal Devon University Healthcare NHS Foundation Trust policies on infection control, and guidance on use of PPE. To encourage and support other team members in doing the same.
* To maintain standards of care using audit and data to measure the way patient and carers are cared for, and to uphold NICE quality standards.

**Management and Leadership**

* Participate in clinical supervision of self and others, respecting confidentiality.
* Suggest and encourage ideas for service improvement and share these with the Nurse Specialist Team Manager.
* Ensure that Royal Devon University Healthcare NHS Foundation Trust and Seaton Hospice at Home policies and are adhered to at all times.
* Work within the Royal Devon and Seaton Hospice at Home governance frameworks at all times.
* Respond to any clinical incidents, near misses and complaints promptly, and communicate these to the Nurse Specialist Team Manager and/or Royal Devon Community Matron.
* Recognise examples of good practice, and constructive feedback, ensuring that compliments about the service, and thanks are acknowledged, and shared with the appropriate team members, and the Nurse Specialist Team Manager.
* Work closely with Seaton League of Friends volunteers, managers and co-ordinators, and support volunteers where appropriate.
* Support junior members within the Hospice at Home nursing team, sharing specialist knowledge, and promoting evidence-based practice.

**Educational Responsibilities.**

* Identify own educational and training needs in relation to your role with the Nurse Specialist Team Manager through individual performance review, appraisal and personal development planning.
* Act as a resource for specialist advice and education to other health and social care providers in the Seaton area.
* To actively engage with and contribute to in-house and mandatory training as required.
* To support students placed with the Seaton Hospice at Home Specialist Nursing Team, sharing knowledge and expertise.

* Utilise the outcomes of research evidence and reflective practice to inform and influence own practice and that of others, promoting excellence in palliative end of life care.

**Communication and Relationship Skills**

Contribute to maintaining and developing good working relationships in the Seaton locality with:

* Patients, and their family/carers.
* Community nursing teams, including Community Matrons, and the Urgent Community Response team
* GPs and Co-Workers At Townsend House and Seaton and Colyton Medical Practice.
* Seaton Hospice at Home
* Providers of out of hours services
* Community Health & Social Care colleagues
* Care Homes
* Seaton Community Hospital

And with:

* Royal Devon Specialist Nurses, and Supportive Care team
* Hospiscare In-Patient Unit, Exeter
* Demonstrate an empathic approach towards patients, family members and carers during difficult circumstances and throughout challenging conversations.
* To build effective working relationships with primary and secondary health and social care teams.
* Prioritise communication with the GP practices to maintain continuity of care and sharing of information e.g. Gold Standards Framework register, Special messages, SystmOne.
* Provide clinical and emotional support for social and healthcare colleagues as appropriate: reflective practice, debrief meetings.

**Professional Responsibilities**

* Act at all times in accordance with the NMC code of professional conduct.
* Ensure own clinical practice is up to date by attending yearly mandatory training and ensuring all essential learning is updated as required.
* Maintain live registration with the NMC and comply with all relevant standards and guidelines.
* Reflect on own performance and share learning from critical incidents at staff debriefing meetings.
* To support and participate in regular clinical supervision.
* Contribute to Royal Devon clinical governance and audit process.
* Develop self-care strategies that enhance coping mechanisms and balance the emotional demands of the role.

**Responsibility for Policy and Service Development**

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* Access best practice by attending conferences and appropriate study days.
* Contribute towards promoting high standards of evidence-based practice involved with care delivery at end of life.
* Communicate with the Nurse Specialist Team Manager when a need to change of practice is identified in order to promote quality and improve services.
* Actively participate in clinical audit and act on patient feedback

**Responsibility for Financial and Physical Resources**

* To be aware of the efficient use of resources within the service.
* Knowledge of how to access equipment and resources in the community.
* Knowledge of appropriate benefits and grants that are available for palliative care patients and families.

**Responsibility for Human Resources**

* Ability to discuss specialist role with student nurses or medical students on placement within the Royal Devon University Healthcare NHS Foundation Trust or with students placed with Seaton Hospice at Home Specialist Nursing Team, and with other interested health and social care professionals.
* Share knowledge and resources with health and social care professionals to enhance clinical practice and end of life care delivery.

**Responsibility for Information Resources**

* Accurately complete and maintain effective electronic patient records using MYCARE.
* Providing bereavement support information for families.
* Access to a range of information for patients and their families regarding benefits and grants available to palliative patients and their carers and facilitating people to claim these.
* Linking with relevant local agencies, charities and support groups.

**Responsibility for Research and Development**

* When the opportunity is offered, to attend regional and national level conferences relating to palliative and end of life care, and be prepared to cascade learning to the Seaton Hospice at Home Specialist Nursing Team.
* Contribute to evaluating the Seaton Hospice at Home Specialist Nursing Service through research, clinical audit and patient satisfaction questionnaires.

**Freedom to Act**

* Take responsibility for prioritising own workload and maintain decision making to ensure that overall objectives are met with the patient and family.
* Use own judgement to negotiate, problem solve and make decisions in the absence of the Specialist Nurse Team Manager.

**Physical Effort**

* Daily work involves frequent car driving, sitting/standing and walking, moving equipment, and manual handling in restricted positions.
* Working hours negotiated according to service need include working weekends and on-call at night.
* Use of IT equipment in the office and remotely.

**Mental Effort**

* Work independently as well as within the team.
* Use own initiative when planning delivery of services, interpreting policy and practice guidance to ensure that the service meets the requirements of both Royal Devon University Healthcare NHS Foundation Trust and Seaton Hospice at Home policies.
* Maintaining effective communication with colleagues that is mindful, respectful and professional.

**Emotional Effort**

* To provide emotional support for patient, families and colleagues.
* Maintaining awareness of the emotional impact on others when discussing palliative and end of life care.
* Maintain awareness of self-care and emotional well-being.
* Support and look after your colleagues and co-workers.

**PERSON SPECIFICATION**

**POST: Seaton Hospice at Home Nurse Specialist**

**BAND: 6**

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| **REQUIREMENTS** | At Recruitment | At  PDR | **MET** | **NOT**  **MET** |
| **QUALIFICATIONS/SPECIAL TRAINING:** |  |  |  |  |
| Registered Nurse | **E** | **E** |  |  |
| BSc (Hons) Health Studies – Degree level  Diploma in Palliative Care or Diploma Level qualification in associated field, or working towards. | **D**  **D** | **D**  **E** |  |  |
| Teaching and mentorship/supervision qualification | **D** | **D** |  |  |
| HEAB 306 Specialist approaches to Palliative care and Care of the Dying or equivalent | **D** | **E** |  |  |
| Advanced Communication skills training | **D** | **E** |  |  |
| **KNOWLEDGE/SKILLS:** |  |  |  |  |
| Excellent communication skills. | **E** | **E** |  |  |
| An in-depth knowledge and understanding of life-limiting conditions in the palliative and end of life stages of the disease acting as an expert practitioner. | **E** | **E** |  |  |
| Understanding clinical skills required at end of life: Just in Case medications, syringe drivers, catheterisation, verification of expected death, manual handling, tissue viability. | **E** | **E** |  |  |
| Knowledge of available community-based services, access to social services, and financial benefits for palliative patients. | **D** | **E** |  |  |
| Understand CHC and fast track processes at end of life. | **D** | **E** |  |  |
| Understand the significance of nursing research and use validated results to improve practice.  Ability to manage a caseload effectively and communicate with colleagues to ensure continuity of care. | **E**  **E** | **E**  **E** |  |  |
| **EXPERIENCE:** |  |  |  |  |
| At least 2 years minimum experience working in healthcare. | **E** | **E** |  |  |
| Experience of caring for palliative patients and those approaching the end of life.  Experience of working in Community setting | **E**  **D** | **E**  **E** |  |  |
| **PERSONAL ATTRIBUTES:** |  |  |  |  |
| Excellent communication skills | **E** | **E** |  |  |
| Enthusiastic, highly motivated, organised and committed to service improvement and development. | **E** | **E** |  |  |
| Dynamic, creative, innovative and an ability to problem solve in complex situations | **E** | **E** |  |  |
| Ability to work independently, as a team member and alongside the community nursing team. | **E** | **E** |  |  |
| Empathetic and calm in stressful situations and an ability to facilitate difficult conversations with patient and family members. | **E** | **E** |  |  |
| **OTHER REQUIREMENTS** |  |  |  |  |
| Flexible working in order to prioritise workload  Ability to reflect on practice.  Able and willing to work weekends, out of hours and on-call, as required to cover the needs of the service.  IT skills to maintain communications and patient records.  Driving licence.  Able to do the physical and manual handling required by the role. | **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  E |  |  |

\* **E**ssential/**D**esirable

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| **HAZARDS:** | | | | | |
| Laboratory Specimens Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure Prone Invasive Procedures |  |
| Blood / Body Fluids |  | Dusty environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Lone Working |  |
| Handling Cytotoxic Drugs |  |  |  |  |  |