

JOB DESCRIPTION

JOB DETAILS	
Job Title	Integrated Palliative Care Nurse Specialist
Reports to	Nurse Specialist Team Manager
Band	Band 6
Department/Directorate	Community

JOB PURPOSE
The post holder will work as part of the Seaton Hospice at Home Specialist Nursing Team, to deliver the Integrated Model for Specialist Palliative Care (IMSPC). This service is commissioned and funded by Seaton Hospice at Home but hosted and managed by the Royal Devon University Healthcare NHS Foundation Trust, as part of the Community Nursing service. 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. The team works alongside the Hospice at Home volunteers to provide optimum specialist and supportive palliative care.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
As part of the Hospice at Home Specialist Nursing Team you will: • Work closely with the Team Manager and other members of the team, using your skills and expertise 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, Clinical Matron and CEO of Seaton Hospice at Home, to further develop services in collaboration with key stakeholders and the wider health and social care team. • Ensure that the medical 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.

KEY WORKING RELATIONSHIPS

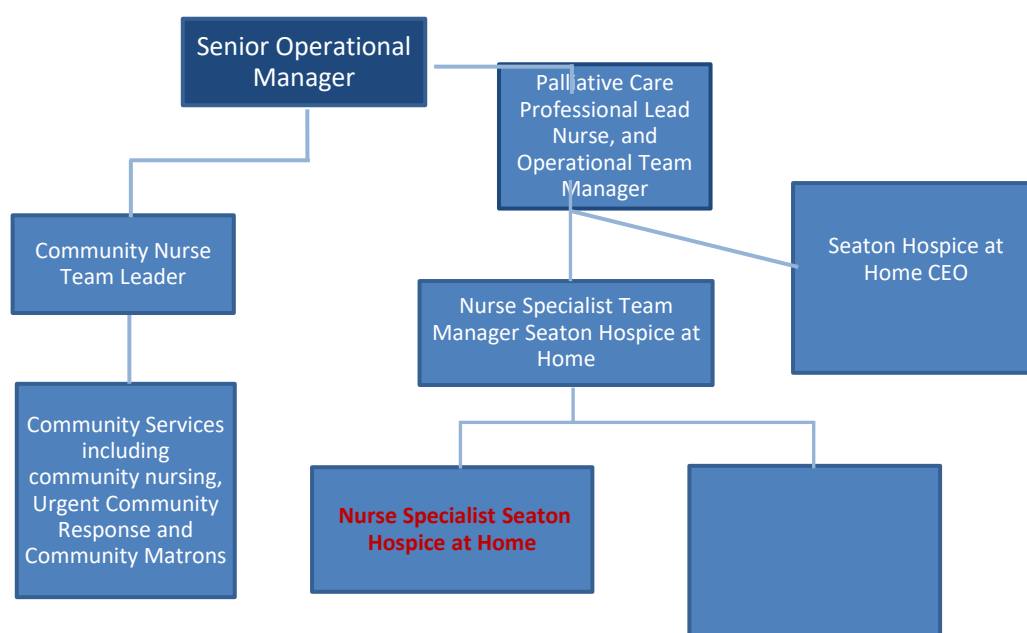
Areas of Responsibility: (type of work undertaken)

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Other members of the 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 Services Manager, Community Matrons and Nurses, Urgent Care Response team, Victoria Community Hospital staff. - Eastern Services: Primary and Social Care colleagues, especially GPs, local care agencies, Residential and Nursing Home staff.	- Seaton Hospice at Home CEO, Office Manager, Marketing and Income Generation Manager, Volunteer Manager and other administrative staff. - Seaton Hospice at Home Volunteering Co-ordinators and Volunteers - Residential and Nursing Home staff - Hospiscare In-Patient Unit, Exeter.

ORGANISATIONAL CHART



FREEDOM TO ACT

- Take responsibility for prioritising own workload and maintain decision making to ensure that overall objectives are met with the patients and family.

COMMUNICATION/RELATIONSHIP SKILLS

To 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.
- GP's and Co-Workers at the Sid Valley Practice
- Sidmouth Hospice at Home
- Providers of out-of-hours services
- Community health and social care colleagues
- Care Homes
- VCH Community Hospital

And with:

- Royal Devon Specialist Nurses, and Supportive Care team
- Hospiscare In-Patient Unit, Exeter
- 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 when appropriate.
- Communicate highly distressing information regarding prognosis/disease progression to patients, families, and carers.
- 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.
- Recognise and value that a 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.
- Demonstrate an empathic approach towards patients, family members and carers during difficult circumstances and throughout challenging conversations.
- Build effective working relationships with primary and secondary health and social care teams.
- Prioritise communication with the GP practice to maintain continuity of care and sharing of information, including MDT meetings, special messages, EPaCCS.
- Provide clinical and emotional support for social and healthcare colleagues as appropriate: reflective practice, debrief meetings.
- Work closely with Seaton Hospice at Home staff, including the CEO, Office Manager, Marketing and Income Generation Manager, Volunteer Coordinator, and other administrative staff, in addition to volunteers where appropriate.
- 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.
- Providing bereavement support information for families, including the support offered by Seaton Hospice at Home Bereavement Support Volunteers.
- 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.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analytical skills required for assessing and interpreting complex needs of patients
- 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.
- Infection control: adhere to 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.
- Use own judgement to negotiate, problem solve and make decisions in the absence of the Specialist Nurse Team Management.

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.
PLANNING/ORGANISATIONAL SKILLS
- Plan the provision of care for patients (see patient/client care section) - Update and discuss daily patient-centred nursing handover within the Hospice at Home caseload report: Multi-disciplinary Team note; Treatment Escalation Plan; Advanced Care Planning, Just in Case Medication, Pre and post bereavement, Volunteer supportive care, MDT Referrals, Discharges, Deaths. - Attend quarterly meetings with GPs to direct and share patient care in their last year of life. - Attend Hospice at Home multi-disciplinary team meetings when appropriate.
PATIENT/CLIENT CARE
- Assess and review specialist palliative care needs for patients and their loved ones that are holistic and person-centred. - Support families as they care for their loved ones at home, in a way that is acceptable to them, tailored to their individual need. - Support and deliver specialist palliative care in the well-being day care centre. - Collaborate and communicate with primary and secondary care colleagues to direct patient care as needed. - 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. - Share knowledge and resources with health and social care professionals to enhance clinical practice and end of life care delivery. - To deliver hands-on nursing care, symptom management, informed choices and carer support that enables patients to remain at home, and avoid unnecessary acute hospital admissions. - Deliver pre and post death bereavement support as needed, collaborating with the Seaton Hospice at Home bereavement volunteers. - Act as a resource for specialist advice and education to other health and social care providers in Seaton area.
POLICY/SERVICE DEVELOPMENT
- Access best practice by attending conferences and appropriate study days. - 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. - Positively support the service strategic plan and service developments, upholding both the Royal Devon and Seaton Hospice at Home values. - Contribute towards promoting high standards of evidence-based practice involved with care delivery at end of life. - Suggest and encourage ideas for service improvement and share these with the Nurse Specialist Team Manager - Actively participate in clinical audit and act on patient feedback. - Contribute to Royal Devon clinical governance and audit process. - To uphold the NMC Code of Conduct at all times, maintaining live registration and acting as both a role model for the nursing profession and an ambassador for Hospice at Home. - 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 - 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.
FINANCIAL/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.

HUMAN RESOURCES

- To discuss and teach specialist palliative care with nursing and medical students on placement within the Royal Devon University Healthcare NHS Foundation Trust or Seaton medical practices, and with other health and social care professionals.
- 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.
- Support members within the Hospice at Home nursing team, sharing specialist knowledge, and promoting evidence-based practice.
- Reflect on own performance and share learning from critical incidents.
- Participate in clinical supervision of self and others, respecting confidentiality.
- 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.
- To actively engage with and contribute to in-house and mandatory training as required.

INFORMATION RESOURCES

- Accurately complete and maintain effective electronic patient records using MYCARE.
- Development and distribution of information packs for Seaton patients, to include information about Hospice at Home Nursing and Volunteer services, working collaboratively with the Royal Devon University Healthcare NHS Foundation Trust.

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 Hospice at Home Specialist Nursing Team.
- Contribute to national audits for end of life services.
- Contribute to evaluating the Hospice at Home Specialist Nursing Service through research, clinical audit, and patient satisfaction questionnaires.
- 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.

PHYSICAL SKILLS

- Clinical skills relevant to end of life care: understanding just in case medications, syringe drivers, catheterisation, verification of expected death, manual handling, tissue viability.

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, to include working weekends and visiting patients when on-call at night.
- Use of IT equipment in the office and remotely.

MENTAL EFFORT

- Work independently as well as within the team.
- Concentration and care required in delivering patient care and nursing interventions
- Maintaining effective communication with colleagues that is mindful, respectful, and professional.

EMOTIONAL EFFORT

- The remit of this role involves frequent exposure to highly emotional and distressing circumstances.
- To provide emotional support for patients, families, and colleagues.
- Maintaining awareness of the emotional impact on others when discussing palliative and end-of-life care.
- Maintain awareness and develop self-care and emotional well-being strategies that enhance coping mechanisms and balance the emotional demands of the role.
- Support and look after your colleagues and co-workers.

WORKING CONDITIONS

- Community nursing within patients' own home environments.
- Frequent exposure to unpleasant working conditions such as body fluids
- Driving in remote areas/ unpredictable weather conditions
- Office based at Seaton Hospice at Home, Seaton Hospital, Seaton.

OTHER RESPONSIBILITIES

- Take part in regular performance appraisal.
- Act as supervisor and assessor to Assistant Practitioners, undertaking their face to face 121 supervision and annual appraisals.
- Undertake any training required in order to maintain professional competency, including mandatory training.
- Contribute to and work within a safe working environment.
- You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.
- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Integrated Palliative Care Nurse Specialist
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Requirements	Essential	Desirable
QUALIFICATIONS/ SPECIAL TRAINING		
UK NMC Registered Nurse with degree or equivalent experience	X	
BSc (Hons) Health Studies – Degree Level	X	
Diploma in Palliative Care or Diploma Level qualification in associated field, or working towards, or equivalent experience	X	
Teaching and mentorship/supervision qualification		X
HEAB 306 Specialist approaches to Palliative care and Care of the Dying or equivalent		X
Advanced Communication skills training		X
KNOWLEDGE/SKILLS:		
Expert Communication skills	X	
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.	X	
Understanding clinical skills required at end of life: just in case medications, syringe drivers, catheterisation, verification of expected death, manual handling, tissue viability.	X	
Knowledge of available community-based services, access to social services, and financial benefits for palliative patients.		X
Understanding CHC and fast track processes at end of life.	X	X
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.	X	
EXPERIENCE:		
Proven experience working in healthcare.	X	
Experience of caring for palliative patients and those approaching end of life.	X	
Experience of working in a community setting.		X
PERSONAL ATTRIBUTES:		
Excellent communication skills	X	
Enthusiastic, highly motivated, organised and committed to service improvement and development.	X	
Dynamic, creative, and innovative and an ability to problem solve in complex situations.	X	
Ability to work independently, as a team member and alongside the community nursing team.	X	
Empathetic and calm in stressful situations and an ability to facilitate difficult conversations with patients and family members.	X	
OTHER REQUIREMENTS:		

• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	
• Ability to travel to other locations as required.	X	
• Flexible working in order to prioritise workload.	X	
• Ability to reflect on practice.	X	
• 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.	X	
• Driving license.	X	
• Able to do the physical and manual handling required by the role.	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				X
Contact with patients	Y				
Exposure Prone Procedures	Y	X			
Blood/body fluids	Y				X
Laboratory specimens	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y				X
Driving	Y				X
Food handling	Y		X		
Night working	Y				X
Electrical work	Y		X		
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	Y				X
Challenging behaviour	Y				X