

JOB DESCRIPTION

JOB DETAILS	
Job Title	Stroke Rehabilitation Discharge co-ordinator
Reports to	Clinical Nurse Manager for stroke Rehab and discharge lead within site management.
Band	4
Department/Directorate	Medicine

JOB PURPOSE
<p>The aim will be to actively manage caseloads of patients and take responsibility for a wide scope of discharge planning functions & collating of readmission information.</p> <ul style="list-style-type: none"> To achieve a collaborative approach to hospital discharges To ensure that patients only stay in hospital for the time required to complete their medical treatment and rehabilitation To work with colleagues to ensure that they provide and support the function of the MDT ward To liaise with patients and their families to promote their understanding of the discharge pathways as stated in the Integrated Community Stroke Service Model To ensure timely and accurate information sharing between the MDT, Single Point of Access team, medical division, site management and internal and external health and social care providers All patients to receive timely and seamless transfer of care to another setting <p>The team will promote effective utilisation of resources and optimal outcomes for each patient across the continuum of care</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Attend and organise daily board rounds and MDT meetings to ensure accurate EDDs & the medically fit status of all patients are recorded, sharing this information with the division. Documenting board round notes. To actively monitor care pathways such as those stated in the Integrated Community Stroke Service and lead discharge arrangements for all patients on the Stroke Rehabilitation Unit (this may include patients who fall under specialities other than stroke) To organise and chair case conferences, family meetings, Best Interest Meetings, involving patient, relatives and MDT members. This will involve identifying complex issues around discharge and discuss these with the MDT and Complex Care Team to promote timely discharge and prevent inappropriate delayed discharge and readmission. To undertake and document formal Mental Capacity Assessments and work within the legal framework for patients who lack capacity to consent to a pathway of care. Where required, undertake these in collaboration with Speech and Language Therapist, Occupational Therapist, Physiotherapist and nurses. Raise SPOA referrals as directed by nursing/therapy team when requested by ward MDT. To ensure all referrals are completed in a timely manner e.g. SPoA, community nurses, community therapists, specialist services as appropriate. Liaise with Site Management team, SPOA and Medical Directorate on a daily basis To report any safeguarding concerns and co-ordinate meetings and information sharing relating to new and/or existing safeguarding investigations. To ensure MDT all relevant parties are kept updated about safeguarding investigations To ensure discharge summaries are completed in advance of discharge date ensuring TTOs and blister packs are ordered in a timely way. Escalate any delays in discharge to the Clinical Nurse Manager, nurse in charge, consultant. Attend weekly 7 day stays meetings. Ensure prevention of inappropriate or unsafe discharges and have the confidence and knowledge to challenge MDTs by escalating to the MDT, Clinician or Discharge Lead

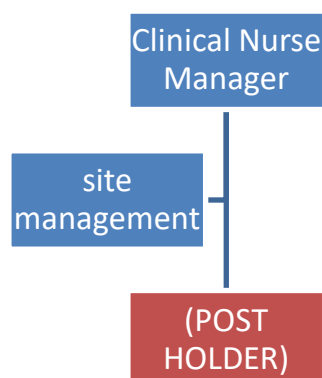
if the post holder feels that it would be unsafe or inappropriate to proceed with discharge. To actively chase and liaise with the medical team when the discharge is investigation dependent.

KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Consultants and other members of the medical team• Senior nursing staff and other ward staff• Therapy teams• Single Point of Access and Community teams• Administration and secretarial teams across the Trust.• Pharmacy• Patient and Liaison Service• Site Management team• Acute stroke unit• Stroke Support Team	<ul style="list-style-type: none">• External NHS organisations• External organisations/providers• Patients, Carers and Families• Transport

ORGANISATIONAL CHART



FREEDOM TO ACT

- You will be expected to organise and manage your workload to ensure that patients' discharges are facilitated.
- Work in accordance with policies of procedure and escalates matters of importance to the Clinical Nurse Manager, Consultant and Site Management.
- Manage own area of responsibility in conjunction with Discharge Lead.

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
- The post holder will be responsible for receiving and compiling complex information which may be of a sensitive and confidential nature. For example the patient's condition. The family and home/social circumstances of the patient. Not all patients will have straightforward family or home set ups. These will need to be negotiated sensitively to facilitate safe and timely discharge.
- This information is then used to encourage and nurture an agreement and cooperation as required to secure a safe discharge plan.
- To contact staff and negotiate the scheduling of meetings.
- Make and receive telephone calls both external and internal according to Trust standards.
- Communicate effectively including discussion and written communication.
- Proactively manage email communication in line with the Trust's Email Best Practice guidance.
- Provide excellent customer care in a calm and professional manner (some situations may be challenging).
- Organise and/or support meetings through effective communication. You may need to use negotiation and persuasion skills during these meetings.
- Ensure notes are written by the end of the working day (as per Trust guidelines) and update the hospital course with information pertinent to discharge planning
- Highlight any issues to the Clinical Nurse Manager and where appropriate, Site Management Team that may affect the discharge process, for example a lack of senior doctors, therapy services and delays in test results/referrals. Liaise directly with patients and their family/carers regarding the discharge process.
- Ensure patients and relatives are given an update every 48 hours or if there is a change in the discharge plan.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will be expected to collate the nursing and therapy team assessments to formulate a discharge plan for the patient and discuss this with the patient and family. Plans will be confirmed or adjusted with input from the nursing and therapy teams.
- Ensure that the social circumstances/discharge arrangements of each patient have been assessed by the nursing and therapy teams and documented within 24 hours of patient being admitted to the ward environment or as soon as practicable.

- Monitor the progress of referrals/assessments that are required to assist with the discharge process.
- Follow up any outstanding requests that are causing a delay with the discharge process for the patient.
- Analysis of delayed discharges within the ward environment in collaboration with Clinical Nurse Manager
- Contribute to the analysis of delayed or failed discharges and readmissions.

PLANNING/ORGANISATIONAL SKILLS

- Facilitate the process of requesting medication assessments/TTOs/transport/discharge summary and ensuring the discharge checklist is complete in a timely discharge and avoidance of any delays.
- Ensure that all relevant paperwork is completed by the appropriate persons to ensure an efficient and timely discharge.
- Ensure that all relevant tests have been requested and are expedited where required to assist with the discharge process.
- Liaise with other care establishments and SPoA to expedite any referrals or assessments that have been requested including the repatriation of patients.
- Plan/organise discharge priorities for the day following board rounds and/or MDT
- Liaise with Acute Stroke Unit and Stroke Support Team (Early Supported Discharge Team) in relation to transfer of patients between these services
- To be the conduit between teams, voluntary/external services to minimise delays in discharge.
- To identify and effectively use processes to support patient's discharge out of county.
- Proactively identify communication channels with other hospitals and their discharge team or community teams for effective discharge planning

PATIENT/CLIENT CARE

- Assist the Registered Nurses / Ward Therapists to maintain accurate record keeping regarding the discharge process for each patient.
- Provide all patients with a leaflet explaining the discharge process as per hospital policy.
- In line with the key duties of this post noted above, the post holder will be providing basic clinical advice to patients and carers in relation to the process and management of discharge.
- To promote and facilitate use of the discharge lounge

POLICY/SERVICE DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Participate in team and directorate meetings as required.
- To have a flexible approach to working hours to meet the demands of the service. This may include twilight shifts to facilitate face to face meetings with relatives/carers
- Adhere to the Trust Discharge, Transfer Policy and Health Records Policy, appropriate standard Operating Procedures, Key Performance Indicators, government targets and standard Operational Policies.
- Undertake training as required to maintain competency/comply with trust policies.
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection and annual appraisal.
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard Operational Policies and Procedures.
- The post holder will be responsible for putting into practice policies which affects the process for the discharge of patients.

FINANCIAL/PHYSICAL RESOURCES

- The post holder has a personal duty of care in relation to equipment and resources used in the course of their work.
- Ensure patients have their house keys either in their possession or they know who will be meeting them at their property with the keys to get in. If the keys are in a key safe then the post holder will need to ensure that the patient knows the code to access the keys on arrival.
- Transport must be arranged at the earliest opportunity on their day of discharge. The post holder will not be responsible for

HUMAN RESOURCES

- The post holder will be responsible for providing training to less experienced colleagues with regard to the discharge of patients.
- Annual leave to be booked in accordance with trust policy.
- The post holder is responsible for ensuring the rest of the team are aware in advance of planned annual leave and provide a full handover in advance.
- The post holder will be a link between acute and community teams to provide feedback and learning as appropriate to all necessary teams.

INFORMATION RESOURCES

- Update the Patient Transfer System with regards to a change in patient status or need.
- Document all discharge delays and escalate to the Clinical Nurse Manager, Consultant and Site Management.
- Update patients notes from the MDT meeting with the assessments that have been made in terms of the discharge planning.

RESEARCH AND DEVELOPMENT

- Participate in staff surveys as necessary.
- Contribute to audits regarding departmental procedures.

PHYSICAL SKILLS

- Basic keyboard skills will be required.
- The post holder will be required to use the Trust computers (static and mobile) and software e.g. EPIC, Microsoft Word, Excel, PowerPoint.

PHYSICAL EFFORT

- The post holder will be required to walk around the ward to speak with patients, family and staff, plus stand at board rounds. When talking with patients, the post holder may need to squat/bend down to speak with patients who are seated or in bed. A chair could be used if required. Once they are on the ward they are not generally required to go to other wards or departments. They are not restricted in terms of the length of time they will spend sitting/ standing/ walking around the ward.

MENTAL EFFORT

- The tasks conducted by the post holder will be of variable lengths but the post holder will be expected to manage their own workload and therefore will have some level of control over how long they spend on each task at any one time. There are some tasks which are at fixed lengths and times for example board round which lasts approximately 45 minutes, Weekly MDT meetings on average are about 2.5 hours long.
Other tasks are more variable, for example discussions with the family or other healthcare professionals and completing referral forms.

EMOTIONAL EFFORT

- This role can occasionally be emotionally demanding when discussing with the family or care giver the discharge plans for the patient. This is because prior to their stroke the patient may have been independent and their ability to cope independently may have changed.
- There is an occasional requirement for concentration where the work pattern is unpredictable.

WORKING CONDITIONS

- Working alongside patients and their families who may have challenging behaviours.

OTHER RESPONSIBILITIES

- To ensure the most appropriate option to meet the patient's needs has been identified and recommended by the MDT ward.
- Attend weekly 7 day stay bed meetings.
- To liaise with residential/nursing homes providing regular updates to ensure positive relationship building.
- To liaise with Bay 6, Devon Carers, Neighbourhood Friends and other voluntary sectors as required.
- To actively chase dates and times of booked diagnostics.
- To transfer the concept of pulling patients through the discharge process rather than pushing by proactively managing clinical information to ensure timely interventions at appropriate points in the patient's discharge pathway.

- Ensure relevant parties/organisations are updated within 24 hours of discharge (updates can be given by other MDT members but it is the responsibility of the post-holder to ensure these updates happen)
- Take part in regular performance appraisal.
- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- 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 (DES) 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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Stroke Rehabilitation Discharge co-ordinator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
A Nursing Associate with a foundation degree of science in Nursing Associate Level 5 or equivalent and registered with the NMC	E	
Level 4 diploma in sports therapy or equivalent.	E	
Level 5 diploma in healthcare or equivalent	E	
KNOWLEDGE / SKILLS:		
Excellent planning & organisational skills	E	
Ability to prioritise workload to respond to changing demand	E	
Ability to liaise and communicate with staff at all levels	E	
Motivation and negotiation skills	E	
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives	E	
Ability to promote good working liaisons (staff, patients, relatives)	E	
Extracting information / Listening Skills	E	
Ability to handle complex enquiries - distressed & anxious patients	E	
Ability to deal with challenging behaviour	E	
Decision making skills	E	
Ability to provide excellent customer care	E	
Understanding of hospital IT systems		D
Knowledge of PAS or equivalent information system		D
Analytical skills & ability to problem solve	E	
Basic computer skills	E	
Proven strong administration skills		D
Excellent telephone manner	E	
Knowledge of Trust procedures		D
Able to work independently, with minimum supervision	E	
EXPERIENCE		
Minimum 2 years post-graduate experience	E	
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	E	
PERSONAL ATTRIBUTES		
Enthusiastic highly motivated & committed to delivering a service	E	
Understand team work and work within a team	E	
Able to plan and organise workload	E	
Ability to work un-supervised	E	
Can remain calm and professional in a busy environment	E	
Empathetic, but able to understand professional boundaries	E	
Smart appearance, adhering to the Uniform Policy	E	
Welcoming friendly and approachable manner	E	
An adaptable approach to work	E	
Flexible approach to working hours	E	
Commitment to continual development to including relevant new systems, policies and procedures		D
Adheres to relevant Trust policies & procedures	E	
Adheres to confidentiality & data protection requirements.	E	
	E	
OTHER REQUIREMENTS		

<p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p>	<p>E</p>	<p>D</p>
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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y	✓			
Contact with patients	Y				
Exposure Prone Procedures	Y/N				
Blood/body fluids	N				
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				✓
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y			✓	
Emotional Effort	Y		✓		
Working in isolation	N				
Challenging behaviour	Y			✓	