

Candidate Brief
Community Matron
Urgent Community Response Team
Dorking PCN



Candidate Brief

Job title: Community Matron Urgent Community Response Team.

Division: Surrey Downs Health & Care Community Services

Band: Agenda for Change Band 7

Contract: Permanent

Hours: 37.5 (working 7 days)

Date: 07/12/21

Surrey Downs Health and Care (SDHC) deliver care closer to people's own communities through our Primary Care Networks and our innovative partnership of local NHS organisations.

Surrey Downs Health and Care has a track record of providing person centric care that goes beyond organisational boundaries to do what is best for the individual. This partnership includes:

- The three GP federations representing practices that operate in the Surrey Downs area
- Epsom and St Helier University Hospitals NHS Trust
- Surrey Council County

We collectively aspire to be an exemplar of how to deliver the highest quality and best value care in a complex health and care environment. An exciting opportunity has arisen for an enthusiastic, ambitious and highly motivated individual to join Surrey Downs Health & Care Partnership.

For more information contact:

Vic Peace Community Matron & Clinical Lead Dorking PCN

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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.



About us

At Epsom and St Helier we run high performing hospitals with a strong track record in providing high quality care, delivering operational standards and meeting our financial targets. In addition to that, we are proud to host joint ventures with our partners in mental health, social care, community health and GPs in Surrey Downs and Sutton, providing adult community, children's therapy and sexual health services as part of Sutton Health and Care, and adult community services as part of Surrey Downs Health and Care. We are committed to providing seamless joined up care for the 500,000 people we serve as their local hospitals and community services. We also have the privilege of running the South West London Elective Orthopaedic Centre at Epsom Hospital and a GP practice in Leatherhead.

Our future looks very bright and there has never been a better time to join our team. In September 2019, the Government announced a £500 million investment into our Trust to develop a new major specialist emergency care hospital. This investment will allow us to create a state-of-the-art hospital facility for our sickest patients. We are planning for this to open in 2025. This money also provides us with the funds to finish the refurbishment of our hospital buildings on both the Epsom and St Helier sites, and support our workforce to provide great care to our patients, every day.

We have been rated Good by the CQC and welcome applications from individuals committed to being part of the team to maintain and build on this.

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.

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.

So if you want to be part of creating a truly integrated health and care service, where hospital staff, community health staff, mental health teams, primary care staff and social care teams work closely together; help us to develop a brand new specialist emergency care hospital; and do it in an increasingly respectful environment, then we are the place to come and develop your career.

We offer an extensive range of services, including cancer, pathology, surgery, and gynaecology to 500,000 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).

We also play an active role in the local healthcare economy, and are the lead provider in two innovative health and care partnerships.

In Surrey Downs (that's the Epsom, East Elmbridge and Dorking areas), we have partnered with, the three GP federations in the Surrey Downs area, and Surrey County Council (who are an associate member), to provide adult community health services. This innovative partnership is called **Surrey Downs Health and Care**. You can visit our website <https://surreydownshealthandcare.nhs.uk>

In Sutton, we have joined forces with the London Borough of Sutton, Sutton GP Services and South West London and St George's Mental Health Trust to provide adult and children's community health services and sexual health services to local people. Together, we are called Sutton Health and Care – you can visit our website www.suttonhealthandcare.nhs.uk.

Surrey Downs Health and Care

Job Description

Job Title:	Community Matron Urgent Community Response Team
Responsible to:	Dorking PCN Community Clinical Lead
Accountable to:	Dorking PCN Community Triumvirate
Working within:	Surrey Downs Health & Care (SDHC)
Contract:	30-37.5 hours a week- covering 7 days Permanent
Grade	Band 7
Base:	Dorking Hospital/ Medwyn Centre Dorking.

Context:

Surrey Downs Health and Care (SDHC) deliver care closer to people's own communities through our Primary Care Networks and our innovative partnership of local NHS organisations.

Surrey Downs Health and Care has a track record of providing person centric care that goes beyond organisational boundaries to do what is best for the individual. This partnership includes:

- The three GP federations GP Health Partners, Dorking Health Care and Surrey Medical Network representing practices that operate in the Surrey Downs area
- Epsom and St Helier's University Hospitals NHS Trust
- Surrey Council County

Historically, there have been boundary lines between the organisations that provide care to people in their homes, in GP surgeries and in hospitals, but we have always been united in our mission to provide great care to the people who need us.

It's on those grounds that the Surrey Downs Health and Care was formed – we want local people to receive the care that they need in the right environment. By bringing together our expertise, we can improve patient care and enable local people to access the right support, care and treatment more easily than ever before.

In bringing this partnership together, we are working to the same set of values that will translate into better care for our residents.

Role Summary

Urgent Community Response Service

We are in an exciting phase of development and are looking to expand our established crisis response services to ensure the provision of rapid multidisciplinary assessments to people in their own homes (including care homes) who are at risk of hospital admission across the place of Dorking and surrounding villages.

The service provides joined up, co-ordinated care to local citizens with health and social care needs and aims to support them to live as independently as possible by offering rapid multidisciplinary assessment and support at times of crisis. The team offers a crisis response assessment within 2 hours of referral and, to mitigate the risk of a hospital admission provides service users with a short-term, high intensity package of care in the person's own home as an alternative to hospital admission.

Where admission has been unavoidable the team will provide hospital in-reach with multidisciplinary discharge planning (community assessment, reablement, and support packages) to facilitate an early discharge from hospital and support people to return to their own homes as quickly as possible. Where on-going support is required the service provides on-going home based rehabilitation pathways and community bed based care.

The post holder will be experienced practitioner who, acting within their professional boundaries, will provide care for the presenting patient from triaging, initial history taking, clinical assessment, diagnosis, treatment and evaluation of care & referral onto the most appropriate Service within the MDT. They will have the ability to work autonomously and will demonstrate safe, clinical decision-making and expert care including assessment, diagnostic and treatment skills, which may include prescribing, for patients within the Service. The post holder will demonstrate critical thinking in the clinical decision-making process. The post holder will work collaboratively with the MDT to meet the needs of patients.

The post holder will participate in flexible working patterns covering extended hours across a 7 day service 8-8pm.

Principle Duties to include:

- Provide a clinical initial triage/assessment of all inbound referrals and identify the most appropriate disposition/timeframe & to identify the most appropriate MDT clinician.
- To prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including the initiation of effective emergency care.
- To work autonomously & demonstrate safe, clinical decision-making
- Carry out proactive holistic assessments to create care plans to help reduce risk of future hospital admission.
- To assess, diagnose, plan, implement and evaluate treatment / interventions and care for patients presenting with an undifferentiated diagnosis.
- Attend Local Multi-Disciplinary meetings and present Patient cases.

- Demonstrate clinical expertise and act as a professional role model to all colleagues, both internal and external on behalf of SDHC, working as part of an integrated team taking the lead and developing services in line with the needs of the patient
- To ensure that accurate and complete records of care are kept and that your own practice and practice of other team members is compliant with agreed policies, procedures, guidance and legislation in order to deliver effective patient care.
- To develop close links with the wider community to enhance both care for individual patients and the wider development of Surrey Downs Health and Care.
- Treat all patients as individuals, respecting their privacy and dignity at all times
- Involving, supporting, informing and educating family/carers
- Promote the health of patients and the provision of support and advice
- Provide specialist knowledge and advice to influence the SDHC strategic agenda
- Provide support and an appropriate learning environment for both pre and post registration students as required
- Be responsible for ensuring that policies and procedures and standards of care, are adhered to at all times
- To work with other community matrons to ensure consistency of approach and share practice development
- Participate in research and development opportunities as appropriate
- Provide assistance with the resolution of complaints within the clinical specialty, or sphere of responsibility
- Have the ability to negotiate and work effectively across all agencies for the maximum effectiveness of care
- Contribute to the development of Integrated care in the community
- Be aware of and act upon when necessary, procedures that are in place to protect vulnerable individuals
- Lead and implement the SDHC Clinical Governance Strategy within your practice area, facilitating and instigating clinical audit and monitoring of care
- Lead and implement the SDHC Risk Management Strategy within your practice area, ensuring that all processes are adhered to
- Maintain own professional and clinical integrity in line with NMC guidelines
- Undertake any other such duties as may be required from time to time as are consistent with the responsibilities of the post
- Be responsible for individual timely data entry and responsible for the corporate teams data entry
- Employees are employed to work within SDHC localities and may be reasonably requested to move base temporarily or on a more permanent basis, as requested by service needs
- To undertake clinical supervision and appropriate training for the role.
- Ensure all Statutory and mandatory training is kept up to date.

This job description is subject to review and development from time to time in liaison with the post holder. As an employee of SDH&C you will be required to adhere to all the organisations policies and procedures.

Standards of Business Conduct

The post holder will be required to comply with SDH&C Leadership behaviours, corporate and financial policies and any relevant Codes of Conduct eg: for NHS Managers. S/he is required, at all times, to deal honestly with the organisation, with colleagues and all those who have dealing with the organisation including patients, relatives and suppliers.

Confidentiality

The post holder is required to:

- ensure confidentiality in all matters relating to clients, to employee personnel issues and to information obtained during the course of employment
- not release such information to anyone else other than acting in an official capacity
- Comply with the regulations of the Data protection Act and Freedom of Information Act.

Safeguarding of children and vulnerable adults

It is the responsibility and duty of all staff to safeguard children and vulnerable adults and promote their welfare.

Child protection and vulnerable adult safeguarding issues when identified or areas of concern must be referred by you promptly in accordance with SDH&C policy and procedures. Details of Leads on Safeguarding are detailed in the SDH&C procedures. Please ask your line manager or HR for details.

Performance Review

This job description only covers the key result areas and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be subject to annual review in consultation with the postholder and may develop to meet changing needs of the service. The SDH&C Performance Development Review includes a review of leadership behaviours.

Equal Opportunities

The organisation aims to maintain the goodwill and confidence of its own staff, service users and the general public. To assist in achieving this objective, it is essential that at all times employees carry out their duties in accordance with the organisations Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

Infection Control and Prevention

SDH&C is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.

Health and Safety

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of himself/herself and persons that may be affected by his/her work ensuring compliance with the requirements of the Health and Safety at Work Act (1974):

1. To follow and promote safe working practices and to comply at all times with the Health and Safety at Work Act 1974, and Manual Handling Operations Regulations 1992, and SDH&C policies and procedures
2. To assist in the regular monitoring and maintenance of equipment in accordance with health and Safety regulations.
3. To act immediately on safety notices, hazard warning notices and any other notifications in relation to equipment used/prescribed by the organisation.
4. To take reasonable care of the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to co-operate with SDH&C to ensure that statutory and departmental regulations are adhered to.
5. To report all clinical and non-clinical incidents or near misses promptly and when required to co-operate with any investigations undertaken.

Security

1. It is a condition of employment that identification badges be worn at all times.
2. All employees have a responsibility for security and the proper care of property. In accordance with standing financial instructions all managers have a particular responsibility for security and loss prevention arrangements in their areas of responsibility.

Continuous Improvement

SDH&C has a full programme of learning and development opportunities to support continuing professional development, statutory and mandatory training and personal development.

Registered Health Professionals

All co-owners who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.



Person Specification

Job Title:

Business Unit:

As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

	Essential	Desirable	Assessment Method
Qualifications	<ul style="list-style-type: none"> • 1st level registration with a minimum of 4 years post registration experience. • Mentor qualification • Advanced Physical Assessment • Evidence of continued professional development, with courses relevant to area of work • Evidence of team management 	<ul style="list-style-type: none"> • Management qualification • Relevant Specialist courses • Nurse prescribing V300 willing to complete. • Telephone triage skills. 	Application Form, & Interview
Experience/ Knowledge	<ul style="list-style-type: none"> • Experienced mentor at pre and post registration level • Experience of nurse leadership and management • Sound knowledge of current issues and legislation within the NHS • Previous experience of team management and multidisciplinary working • Participation in research and clinical audit • Clinical Governance & Risk Management agenda • Experience of appraisal and clinical supervision 	<ul style="list-style-type: none"> • Specialist knowledge • Experience of developing strategies, • Clinical guidelines and policies 	Application Form, & Interview
Skills	<ul style="list-style-type: none"> • Critical analysis skills • Exceptional interpersonal and communication skills • Fully developed leadership skills • Teaching, presentation and facilitation skills • Resource management skills • IT skills and timely data entry 	<ul style="list-style-type: none"> • Project management skills 	Application Form & Interview

	<ul style="list-style-type: none"> • Negotiation skills • Ability to assess and deliver, evaluate and benchmark quality care • Ability to prioritise • Ability to deal with conflict in a professional manner 		
Other	<ul style="list-style-type: none"> • Car owner with clean UK Licence • Self-motivated • Team player • Well organised • Innovative and flexible 		Application Form & Interview

Disability Discrimination Act (1995)

Please note that some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by this Act is unable to meet certain parts of the specification by reason of their disability. If you believe this applies to you please outline the details on your application form. Each case will be assessed on an individual basis at shortlisting and/or interview with advice from the Human Resources Centre.