HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST

JOB DESCRIPTION

Job Title:	**Patient Discharge Assistant**
Band:	**Band 3**
Reports To:	**Sister / Charge Nurse**
Responsible To:	**Senior Matron**

JOB PURPOSE

- The Patient Discharge Assistant will be expected to work as part of the ward team under the direction of the Nurse in Charge They will facilitate the discharge of patients from the ward area in line with the Trust standards and policies. The post holder will liaise and communicate effectively with relatives, community colleagues, other allied health professionals and medical / nursing staff.

- Ensure that suitable patients are transferred to the discharge lounge as soon as possible.
- Ensure that from admission they will collect collateral histories from family members. To ascertain whether patients are receiving the correct support and care in the home / community.
- The post holder will be expected to maintain confidentiality and adopt a positive attitude towards staff, patients and relatives at all times.

KNOWLEDGE & SKILLS

Communication & Relationship Skills

- Liaise with co-ordinators on ward and members of MDT to facilitate safe and timely discharges.
- Ensure that all patients have their 'Ticket Home' and that they and their relatives are aware of the expected date of discharge.
- Ensure that extended delays are escalated to the Business manager / Senior Matron
- Provide both written documentation in the nursing records, which details progression to discharge.
- Answer the phone and deal with requests for information, whilst maintaining a professional manner and ensuring confidentiality.
- Communicate effectively with relatives/carers.
- Relay timely messages to other members of staff.
- Build effective relationships with other allied health professionals to ensure seamless transitions of care.

Knowledge, Training & Experience

- To participate in a competency based training programme, overseen by the ward manger.
- Excellent communication skills both written and oral.
- The ability to listen and transpose information correctly.
- Be able deal with sensitive issues and communicate sympathetically.
- Support patient discharge, using the computer system, contributes towards discharge checklist.
- Ensure patients on correct pathway via Cayder.
- Update Cayder as necessary and amend EDD.
- Co-ordinate staff re completion of Section 2 and COMMS.
- Prepare CHC for completion as appropriate.
- Arrange Best Interest Meeting/DST/Case Conference/MDT meeting if required.
- Liaise with Social Work/OT/ICT/IHT/Nursing/Residential Home/Nursing Home to facilitate discharge, including Trusted Assessor pathway.
- Co-ordinate completions of IDSs for patients being prepared for discharge/liaise with pharmacy if required, including ensuring pharmacy is informed of discharge destination and that correct documentation is issued.
- Book transport as required/liaise with families re transport arrangements for discharge, including use of electronic booking system.
- Organise safe discharge for patients receiving anticoagulation, including ensuring appropriate follow up is booked.
- Organise District Nurse if required.
- To implement the fundamental principles of the SAFER care bundle, Red and Green day recording and Ticket Home with the support from the ward team led by the nurse in charge..

Analytical & Judgement Skills

- Liaise with families regarding expectations of discharge, including transport, assistance with medications etc.
- Book ambulance transport in a timely manner in line with EDD
- Liaise with the Discharge Lounge.
- Liaise with Ambulance Control regarding the progress of transport..

Planning & Organisational Skills

- Work in partnership with the Ward Coordinators, Staff Nurses and Multi-Professional Team to ensure timely discharge or transfer.

- Responsible for delivering a delegated workload against the needs of patients and service requirements.

Physical Skills

- Ability to utilise keyboard skills, Lorenzo trained.
- Ability to use Cayder.
- Ability to utilise listening skills and enable effective information sharing

RESPONSIBILITY

Responsibilities for Patient Care
- To be aware of the need for confidentiality both with the written and spoken word.
- Provides information and advice to patients and their relatives on a daily basis regarding their progress to discharge and EDD. Including ensuring their concerns are liaised to the appropriate members of the MDT.

Responsibilities for Information Resources
- All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing NHS records effectively in line with Trust policies and procedure in order to meet the Trust's legal, regulatory and accountability requirements.

Responsibilities for Research & Development
- Assist patients to complete satisfaction surveys and Friends and family surveys

Freedom to Act
- Required to use own judgement to define work priorities, delivering plans affecting patient placement.
- Work is managed rather than supervised and post holder uses own initiative to determine the best way to achieve objectives whilst working within occupational policies and protocols.
- The post holder decides when it is necessary to refer to their manager.

EFFORT & ENVIRONMENT

Physical Effort
- Maintain an accessible presence across their designated area
- Frequent requirement for standing for long periods of time during a shift
- Required to use a VDU for long periods.

Mental Effort

- The post holder is required to be adaptable, to the changing priorities of the department and is required to change from one activity to another at very short notice to respond to the emergency situations.
- Ability to work under pressure
- Deal with frequent and constant interruptions, be able to change from what they are doing to another activity
- The post holder is required to concentrate for long periods e.g. when formulating action plans or ordering tests and will be interrupted when carrying out these activities.

Working Conditions

- Required to have patient contact
- Demonstrates a flexible approach to work and shift patterns.
- Ability to respond appropriately to varying requests within a limited time span
- Required to use a VDU for long periods.

HEALTH AND SAFETY

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify that could affect you or others in the workplace.   You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

INFECTION CONTROL

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.