WALSALL HEALTHCARE NHS TRUST
JOB DESCRIPTION

Post Title
WellChild Nurse – Designated Discharge Liaison Nurse

Grade
Band 7

Reports to
Paediatric Matron

Responsible to
Professional Lead Nursing WCCSS

Job Summary

- The post holder will play a leading role in the development of discharge liaison between hospital, the Community Children’s Nursing Service and other relevant services in Walsall and the fulfilment of relevant standards within the National Service Framework for Children, Young People and Maternity
- The post holder will focus on the discharge planning and co-ordination of services to ensure safe discharge from hospital and prevention of readmission.
- To develop a programme designed to empower and enable families to become competent in the clinical aspects of their child’s care.
- To provide competency based training to ward staff to enable them to care for children with specific health needs and long term conditions whilst in hospital.
- Lead on ‘Continuing Health Care’ in the community children's team.
- To work as part of a team of clinical nurse specialists, responsible for providing holistic health and social care needs for children with specific health needs and long term conditions.
- Provide motivation aimed at enabling the family to achieve an enhanced level of understanding concerning the management of their child’s condition.
- The provision of training and on-going clinical support to carers of children receiving technology dependent care in hospital, so that they can achieve competency in managing their child’s condition which will enable earlier discharge.

Key Responsibilities
Communication

- Establish and maintain communication networks with individual families and all services, competently explaining complex issues relating to care options and decisions and the discharge process. Ensure families have the right level and type of information available to them in order to make informed decisions.
- Promote collaborative working across the health economy, developing and communicating integrated nursing care plans and supportive working practices, aimed at providing seamless care for the transfer from hospital based care to care at home.
- Proactively engage in multi-professional and multi-agency activity that ensures that the holistic needs of the child in respect of health, social, emotional and learning needs are
appropriately recognised and met at all stages of the pathway

- Effectively manage patient information and analyse data from clinical perspective.
- Work together with partners to actively ensure that Walsall children benefit from national and local policies that impact upon children's services.
- Promote effective communication, working closely with key partners to achieve co-ordinated, timely and effective multi-agency service provision
- Ensure risk management processes underpin the delivery of care and that incidents, complaints and issues raised by third parties receive prompt action, that learning is shared and appropriate change is implemented.

**Leadership**

- Provide strategic clinical leadership and support to other colleagues working with children and families, to ensure the development of an appropriate discharge pathway and clinical protocols that focus on ensuring children and families are fully involved in the decision making process and the pathway.
- Utilise critical thinking, decision making skills and change management skills to assure and enhance the quality of care and the development of the pathway.
- Develop own knowledge and skills concerning specific conditions which affect children within a competency framework, in order to function as a discharge liaison nurse.
- Support others in their learning and development related to the nursing management and needs of children with long term conditions and specific or complex needs.
- Lead on the development of policies related to the seamless discharge of children with specific health care needs, and contribute to the development of clinical standards. Ensure that there are robust governance systems in place to evaluate and monitor the pathway delivery and to identify areas for further development and delivery.

**Care Delivery**

- Provide clinical leadership and act as an expert nurse, role model and resource advisor for other professionals and colleagues.
- Demonstrate highly skilled, innovative clinical practice and support new ways of working in meeting the needs of children and families.
- Be responsible and accountable for the assessment of care needs prior to discharge, the development, implementation and evaluation of programmes to ensure that children receive a high quality of care.
- Maintain accurate, contemporaneous health care records, both written and electronic, in line with local policy and national professional guidance.
- Work with other professionals to promote multi-professional working, skills transference and the creation and use of Integrated Care Pathways.
- Liaise with other professionals to ensure implementation of programmes of care for individual children, focusing on a proactive, preventative approach that minimises avoidable readmission to hospital.
- Identify children at risk or potential risk of harm or neglect and ensure that all concerns regarding child welfare are handled in compliance with the Child Concern Model, local Safeguarding Children policies ensuring the child’s needs are the prime consideration.
- Facilitate a ‘self-management’ approach for children, young people and their carers.

**Education and Development**

- Develop own knowledge, skills and competency in respect of children’s conditions and their management, in order to function as a liaison discharge nurse.
- Support others in their learning and development, regarding the management of children with long term conditions or complex needs.
- Provide and receive clinical supervision in order to continuously improve the quality of care
to children and families.

- Identify and undertake specific training to maintain skills in line with NMC, Scope of Practice and the developmental needs of the service.
- Participate in annual PDR/Appraisal, with line manager to ensure ongoing personal development and continuous progression in line with Knowledge and Skills Framework outline for post and to ensure that personal and service objectives are met.
- Work within Walsall Healthcare NHS Trust Clinical Governance Framework.
- Undertake activities relating to the WellChild programme as required.
- Act as a WellChild Ambassador, promoting the WellChild Charity.
- Provide 6 monthly reports with at least two case studies to the WellChild Charity.
- Attend meetings with other WellChild Nurses.
- Attend the WellChild Awards.
- Contribute to relevant events associated with the WellChild Charity.

Needs to be able to travel across the borough.

General Duties

Other Duties
The information supplied above is intended to summarise the key responsibilities and duties of the role. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of their Banding and development as agreed between employee and manager.

Job Design and Review
This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder with the AfC job evaluation process applied and confirmed via the issue of an updated job description.

Confidentiality and Data Protection
All employees who have access to personal data in relation to patients or employees will be aware of their responsibilities under the Data Protection Act 1998 and will abide by the eight principles of that Act. Any breach of the Act could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Act.

Health and Safety
Individual employees of Walsall Healthcare Trust and other NHS employees contracted to work on the organisations premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition employees must comply with all the Trust’s policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management’s attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.
There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

**Clinical Governance**
All employees are required to actively contribute towards the organisation’s clinical governance systems, taking responsibility as appropriate for quality standards and work towards the continuous improvement in clinical and service quality.

**Safeguarding**
**Children**
Walsall Healthcare NHS Trust, working with partner agencies, is committed to safeguarding children and promoting their welfare. All employees have a responsibility to ensure that children and young people are safe from abuse and harm, regardless of their role or where they work. Children include young people up to the age of 18 yrs.

Employees must comply with Walsall Local Safeguarding Board Child Protection Procedures and Trust Child Protection Procedures and recognise the importance of listening to children. All employees must attend child protection training relevant to their role and know how to seek advice or support from their manager or the Safeguarding Children team if required.

**Vulnerable Adults**
All employees have a responsibility to support the safety and well-being of vulnerable adults and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Vulnerable Adults responsibilities. All employees must comply with organisational and Walsall Local Authority Vulnerable Adults policies and procedures.

**Equality and Diversity**
The Trust is committed to promoting equality opportunities to achieve equity of access, experience and outcomes, and to recognising and valuing people’s differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.

Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference. All employees should be familiar with, actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.

This applies to all activities as a service provider and as an employer.

**Patient Experience and Public Involvement (PEPI)**
The Trust is committed to gaining feedback from all patients using a variety of methods including electronic, paper based and verbal. Within this Trust that feedback is monitored by the patient experience group and used to ensure that future services meet the needs of the patients and demonstrate continuous improvement. Volunteer,
staff and families participate in the collection of this data

Customer Care
The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all out staff are required at all times to put the patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently.

Infection Control
Employees will work to minimise any risk to clients, the public and other employees from Healthcare Associated Infection including MRSA and C. difficile by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice (and as amended from time to time) for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the organisations Infection Control polices located on the Intranet.

Further responsibilities involve employees in ensuring that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service area and the wider organisation. Determination of these responsibilities should be in conjunction with your line manager and delivered accordingly.

Smoking
The organisation operates a No Smoking policy.

Duty of Candour
There is also a contractual duty of candour imposed on all NHS and non-NHS providers of services to NHS patients in the UK to 'provide to the service user and any other relevant person all necessary support and all relevant information' in the event that a 'reportable patient safety incident' occurs.

The Duty of Candour is a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm

Duty of Candour aims to help patients receive accurate, truthful information from health providers

The NHS LA’s duty of candour guidance seeks to demystify how health providers can deliver on candour, achieving a wholly transparent culture in health provision – being open when errors are made and harm caused

All NHS provider bodies registered with the Care Quality Commission (CQC) have to comply with a new Statutory Duty of Candour

Policies and Procedures
All employees need to be aware of the organisations policies, procedures and protocols relating to their service and work within the guidelines at all times.
Employees have a major role in suggesting and implementing improvement to services and in exercising professional responsibility for both themselves and their peers within an open ‘no-blame’ culture.