

ACUTE FRAILTY COORDINATOR

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Support the frailty team to identify, assess and coordinate care for older patients, helping them receive the right treatment as quickly as possible.
- Work closely with doctors, nurses, therapists, patients, families and other services to plan care and support safe discharge arrangements.
- Monitor patient progress, follow up outstanding tests and assessments, and help reduce delays in care and discharge.
- Provide compassionate, person-centred support that promotes dignity, independence, comfort and wellbeing.
- Keep accurate records, share important information with the multidisciplinary team and raise any concerns about patient care or safety.
- Help patients move safely through hospital services while supporting best practice in frailty care and improving the overall patient experience.

Job Description

Job title:	Acute Frailty Coordinator
Grade:	Band 4 - Developmental band 3 post for 6 months, pending successful completion of competencies
Site:	The Royal Shrewsbury Hospital
Accountable to:	Frailty Same Day Emergency Clinical Lead Nurse
DBS required:	Yes - Enhanced

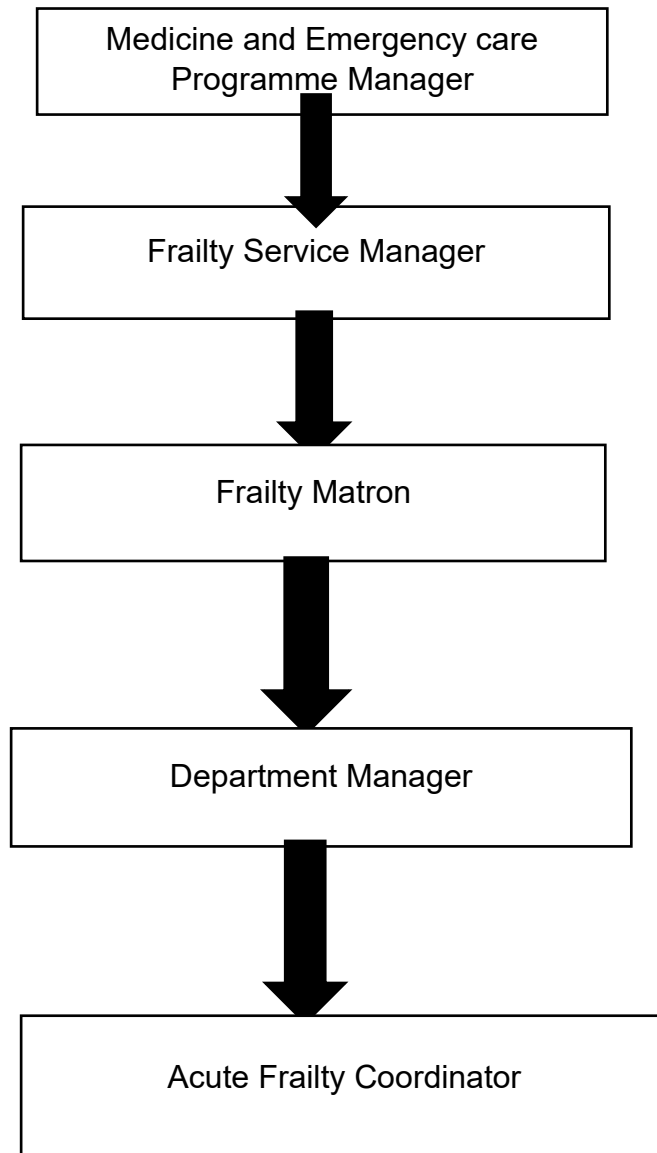
Main Duties

Using a discharge to assess model, the aim of the frailty team assessment is to facilitate an efficient and person-centred admission when required. These processes are supported by an MDT approach to patient care and promotes communication with other services both in the hospital and the community. Our proactive front door culture is critical to achieving the right outcome for the Shropshire population living with frailty. This post will help ensure the coordination and completion of these assessments.

- Manage a caseload of frail patients following the comprehensive geriatric assessment action plan.
- Have excellent communication skills to liaise with all members of the multidisciplinary teams and liaise with next of kin.
- Work as a key member of the MDT ensuring that patient experience remains central throughout their journey.

- Work across role boundaries to support the ward staff and frailty team to deliver outstanding care to frail patients.
- Make referrals to our partners and work with external organisations to ensure smooth transfer of care.

ORGANISATIONAL POSITION



To work with the frailty team and support the team in screening frail patients in ED who are suitable for FSDEC, ward 9 and frailty pathways. Support the department and teams in delivering care and with the appropriate discharge pathways.

- Proactive involvement in the assessment process throughout front door frailty pathway. This includes chasing up pending results and discharge medications to expedite patient journey to discharge.
- Coordinate information gathering of allocated patients, ensuring timely assessments. This includes screening the acute floor for appropriate patients and handing over to the appropriate team members and maintaining a patient database.
- Liaise with care providers/ social services / relatives to ensure the smooth transition of patients from one area to another. This includes updating nursing and ED/AMU coordinators. This can also include sign posting to other services e.g. Dementia/ palliative care/ mental health who may be best placed to address the patient's needs.
- Preventing and reducing the complications of hospitalisation focusing on avoiding deconditioning through assessment and implementation. It is important to have an awareness of the importance of medications (pain relief following an injury) and asking for reviews, as required.
- Attend daily MDT ensuring information gained is documented accurately and communicated to relevant team members.
- Effectively communicate to family members/carers and provide updates throughout the patient's journey.
- With informed consent, share relevant information with the MDT to facilitate appropriate care and discharge planning.
- Coordinate outstanding assessments to reduce variability of patient experience. This includes supporting all members of the MDT (medical and therapy) as required.
- Escalate concerns in patient care, delays in treatment and patient pathways to the frailty clinical and service leads.
- Develop an understanding and awareness of all the resources available to meet the needs of our patients in the community and contribute to the assessment of our patients and/or their families/carers identifying which resource can best meet their needs.
- This role champions exemplar care of the frail older patient. It is important to be aware that patients may be in unfamiliar settings and normalising things for them can help. This can include a chat or more practical simple checks (visual/ hearing aids), offering food, drink and maintaining autonomy and dignity.

- Have a solid understanding of discharge processes and transport systems to maintain patient flow.

Systems and Equipment

Participate in and facilitate the implementation of:

- Frailty/Care of elderly best practice guidelines
- Medicine and Emergency Care trust strategy
- Assist in the development and implementation of frailty pathways and the expansion of the frailty team impact across the Trust working with individual specialist areas.
- Assist in the development and implementation of specific guidelines, protocols, and standards. Contribute to multidisciplinary team guidelines.
- Assist in developments within the Frailty team.

Provide and monitor care

- Provide compassionate, safe and effective care and support to people in a range of care settings.
- Ensure the privacy, dignity and safety of individuals is always maintained
- Monitor the condition and health needs of people within their care on a continual basis in partnership with the members of the MDT team families, and carers
- Contribute to the planning of care delivery in association with the Registered Nurses.
- Contribute to ongoing assessment recognising when it is necessary to refer to others for reassessment and action
- Demonstrate the ability to recognise changing priorities seeking advice and guidance from the Registered Nurses or other registered care professionals as appropriate
- Communicate effectively with colleagues, providing clear verbal, digital or written information and instructions when sharing information, delegating or handing over responsibility for care
- Recognise and report any situations, behaviours or errors that could result in poor care outcomes
- Identify risks to safety or experience and take appropriate action, putting the best interests, needs and preferences of people first.
- Assist in the implementation of appropriate action to meet the specific physical, emotional and psychological, social, cultural and spiritual needs of individuals and carers

- Demonstrate good understanding of principles of consent and ensure valid consent is obtained prior to undertaking nursing and care procedures
- Support people to improve and maintain their mental, physical, behavioural health and wellbeing
- Be actively involved in the prevention of and protection against disease and ill health

Professional Accountability

- Act in the best interests of the people they care for.
- Always act professionally and be responsible and accountable for their actions
- Use knowledge and experience to make evidence-based decisions and solve problems
- Recognise and work within the limits of their competence.

Education and Training

- Engage in reflective practice including management of self and reflection on own reactions, asking questions and reflecting on answers given
- Take personal responsibility for attending statutory / mandatory updates in accordance with organisational requirements.
- Act as an excellent role model by upholding and implementing good practice in the workplace.
- Recognising and either directly challenging or seeking support to challenge any poor practice observed
- Identify and agree through performance review an individual professional development plan in consultation with line manager

PATIENT CARE

Provide support to patients to maintain their hygiene needs and continence needs such as:

- Encouraging continence
- Emptying urinary catheter bags
- Mobilising to toilet or use of commode or bedpan
- Maintaining hygiene needs after episodes of incontinence

Assist in the delivery of pressure area care. This may include actions such as:

- Repositioning of patients as directed
- Maintenance of good levels of skin hygiene

- Reporting the observed condition of a patient's skin

Accurately undertake and record patient observations (at a frequency determined by the Registered nurses), reporting any abnormalities immediately to a registered nurse. This may include actions such as:

- Recording Temperature, Pulse, Blood Pressure and Respiratory Rate
- Lying and standing blood pressure
- Oxygen saturation level
- Blood glucose level monitoring
- Bladder scan
- Weight and height

Escort patients to and from other wards and departments under the direct instruction of the Registered nurses.

To move patients safely using techniques taught by the Manual Handling Team, including the safe use of mechanical and non-mechanical manual handling aids.

To attend the calls with the Shropshire, TELFORD council, complex discharge team in arranging the appropriate discharge pathways for the frailty patients in ED, FSDEC and on admission avoidance pathway in frailty ward.

Data Capture and Audit

- Assist in data collection for local team activity metrics
- Assist on specific audit cycles to enhance the quality of clinical care provided
- Be aware of the results of mandatory audits

Communication and relationships

- Promote, explain and clarify the role of the Acute Frailty Coordinator to the multidisciplinary team and parents/carers to enhance understanding of the scope of their role.
- Able to effectively communicate with team members, nurses, doctors and other health professionals when discussing emotive, ethical and difficult issues at both personal and professional levels.
- Negotiate sensitively with parents/carers where consent is required for assessment where there may be barriers to understanding through fear, anxiety or lack of knowledge, language difficulties or religious beliefs.
- Discuss implications of discharge options with patients and carers to enable them to make informed decisions using assertiveness, tact, diplomacy, and compassion.
- Communicate sensitively with families who have received bad/sad news.

- Initiate and maintain effective communications with members of the multidisciplinary team to promote the welfare and safety of patients and carers, in accordance with child and adult safeguarding Trust policy.
- Behave in a consistent professional manner with patients and carers, multidisciplinary team members, management, and the public.
- Write precise, accurate and timely records, letters, and statements in accordance with the Data Protection Act and Trust Policy.
- Listen actively and respond appropriately to verbal information given.
- Recognise when own and others behaviour is not acceptable and initiate appropriate action.
- Provide constructive feedback to others within the peer group and multidisciplinary team.
- Proficiency in IT skills for completing clinical records, using clinical management programmes and occasional presentations.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSEs or equivalent (Maths and English) • NVQ/apprenticeship in health and social care • Completed competencies in health care or therapy support worker 	<ul style="list-style-type: none"> • NVQ 2/3 in Health-related subject
Experience	<ul style="list-style-type: none"> • Able to use Microsoft Office suite • Ability to learn and use clinical information systems effectively • Demonstrable experience of the discharge process. • Recent experience of working within an NHS or care setting within elderly care • Evidence of continuing professional development and willingness to undertake further training • Constantly updates skills • Willingness to undertake further training • Training in caring for frail older patients 	
Knowledge and skills	<ul style="list-style-type: none"> • Excellent communication skills • Ability to organise and prioritise workload and work effectively under pressure • Knowledge of working in a patient focused environment • Ability to liaise and communicate with all grades of staff and all members of the wider MDT. 	

	<ul style="list-style-type: none"> • Ability to communicate with relevant community services • Ability to work within a team • Ability to work unsupervised using a high level of initiative • Ability to be able to communicate effectively and sensitively with patients' relatives/carers and next of kin 	
Other	<ul style="list-style-type: none"> • Must be eligible to work in the UK • Ability to work at the Royal Shrewsbury Hospital and Princess Royal Hospital, cross site working. 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.



Proud to have signed
The Pregnancy
Loss Pledge

