



# NEONATAL QUALITY AND SAFETY SPECIALIST

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>Neonatal Quality and Safety Specialist</b>
<b>Band</b>	<b>7 (subject to A4C)</b>
<b>Directorate</b>	<b>Service Delivery Directorate</b>
<b>Accountable to</b>	<b>Neonatal Matron</b>
<b>DBS Required?</b>	<b>Enhanced</b>

## JOB OVERVIEW

The post holder will be part of the Band 7 Leadership team, having specific responsibility for support with all elements of the quality, safety, and risk management agenda.

The post holder will work closely with the neonatal clinical teams to be proactive in their approach to incident reporting, identifying strategies for improvement to provide high standards of clinical care and increase patient safety, the individual will help to encourage an open and transparent reporting culture by empowering our clinical staff to learn lessons from incidents and prevent them from reoccurring.

The post holder will work clinically on a regular basis to maintain clinical credibility. The post holder will have links with clinical and non-clinical teams across the speciality and division. The post holder will be an ambassador for safety, escalating and highlighting issues that arise which may result in patient safety incidents or offer opportunities for learning. The post holder will assist with the development and review of the neonatal nursing guidelines.

This highlights a summary of the role and is not exhaustive.

## 1. Quality / Patient Safety

- Working in partnership with the Neonatal Triumvirate and Divisional Quality Governance Team, the post holder will support achievement of the trusts objectives in all aspects of the quality and safety governance agenda and will promote a fair and open approach where staff report incidents in a timely manner, supporting staff in reporting incidents as required,
- Promote safe and effective clinical practice that is evidenced based
- Enhance patient experience
- Ensure that staff within the speciality are aware of their responsibility and have appropriate access and training to support the timely reporting of incidents onto the trust system Datix
- Provide support and advice to the local incident managers and the governance officers, in carrying out investigations of incidents and near misses and assist with the implementation of action plans
- Be an investigating officer of local and serious incidents where required, using the SEIPS framework
- Assist in the completion of action plans arising from serious incidents and escalate where necessary
- Assist with learning from complaints, providing clinical input and oversight to formulate realistic actions
- Support the triumvirate in reviewing the risks on the risk register at monthly meetings, identifying any actions required to mitigate these risks and support the team by assisting with the completion of these.
- Provide expert neonatal advice, information, and support to relevant teams in all aspects of the Neonatal Quality and Safety Agenda,
- Ensure that all moderate, severe or death harm incidents are managed in line with duty of candour and work with the Divisional governance team to be the link between clinical and non-clinical teams,
- Provide effective leadership and management skills with a specific role to promote a proactive approach to clinical governance and risk management,
- Promote evidence based practice and implementing innovations in care,
- Be an active member in report writing where required, and developing timelines in response to incidents,
- Promote timely management of datix incidents working closely with key stakeholders i.e ward manager, matron and educator to provide insight, involvement and awareness of incidents to enable a proactive response
- Providing clinical expert input in PMRT cases and meetings
- Support the service in achieving and evidencing CNST Maternity Incentive Scheme standards
- Create a positive learning environment and a just culture approach to learning from incidents
- Participate in and promote research in order to improve quality of Neonatal care to support the service in implementing recommendations from Maternity and Neonatal Safety Investigations Scheme (MNSI)
- Work closely with MNSI to support external investigations when required, and support staff within the Trust through this process
- Support the service in implementing Ockenden recommendations, in addition to any further national reports
- Assist with implementing and communicating any clinical learning from ATAIN reviews,
- Participate in clinical audits and monthly audits to identify areas for improvements, to work with neonatal colleagues to generate strategies for improvements
- Ensuring neonates is compliant with all all elements of Neonatal national guidance,
- Review medical records in response to incidents to ensure a responsive and pro-active approach,
- Provide training where necessary in response to learning from incidents
- Support the development of a culture of family integrated care.

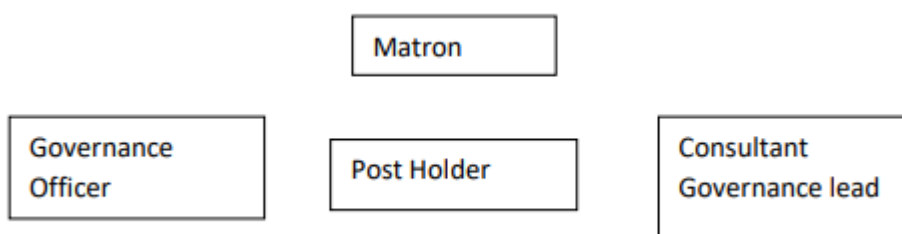
## 2. Communication and working relationships

- Be highly visible in the ward environment, communicating regularly with parents and carers, providing a caring environment where equality and diversity are respected and parents are enabled to be partners in their babies care,
- Support the development of effective systems and encourage to ascertain feedback/experiment of families at all levels, strongly promoting parents/families as partners in care,
- Establish productive working relationships and optimal communication channels with colleagues at all levels within the organisation and with external stakeholders.
- Link with risk management colleagues locally and nationally to share common issues and exchange ideas and best practice.
- Engage with the Neonatal West Midlands Operational Delivery Network to ensure shared learning and identifying areas for service improvement
- Provide members of staff with information in line with duty of candour, signposting them to the relevant resources when required.
- Link with risk management colleagues locally and nationally to share common issues and exchange ideas and best practice.
- Keep up-to-date with risk management issues in the NHS and ensure that clinicians and managers are kept informed of relevant developments and any local implications.
- Ability to provide and receive complex, sensitive information relating to quality/patient safety issues.
- Work with the patient safety team and the governance team to support the roll out of Patient Safety Incidence Response Framework and Learning from Patient Safety Events framework and be able to provide the clinical expertise relevant to neonates

## 3. Analytical and judgement responsibilities

- Work with the governance officer to generation actions that are formulated from the trends identified from incident reports and monitor the effectiveness of subsequent action plans. Work within the wider team to communicate these where required.
- Be able to provide a comprehensive report that has considered many perspectives
- To facilitate the development and review of policy and procedures in line with changes in legislation and evidence-based practice

## 4. Organisational Structure





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Registered nurse / midwife</li> <li>Degree in related subject / equivalent professional qualification or experience</li> </ul>	<ul style="list-style-type: none"> <li>Recent CPD relating to risk, safety, investigation and quality</li> <li>Leadership / effective communication training</li> <li>Mentorship qualification / training</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Specialist knowledge, skills and experience in the neonatal speciality</li> <li>Experience of managing clinical and non clinical risk</li> <li>Experience in leading or involved in service change / improvement</li> <li>Awareness, knowledge of the patient safety strategy</li> <li>Knowledge and experience of change management</li> <li>Evidence of significant post registration senior nursing experience in a relevant specialty</li> <li>Experience of identifying, responding and mitigating risks</li> <li>Knowledge of quality improvement tools and methodology</li> <li>Comprehensive knowledge of current professional practice</li> </ul>	<ul style="list-style-type: none"> <li>Experience of input into safety investigation or lead on an safety investigation</li> </ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• IT skills</li> <li>• Ability to manage expectations and priorities workload</li> <li>• Accept own professional limitations</li> <li>• Strong leadership skills</li> <li>• Approachable</li> <li>• Excellent communicator</li> <li>• Ability to work with a range of staff groups/professions to deliver tasks/objectives</li> <li>• Ability to analyse incidents, identify themes, trends and identify meaningful actions</li> <li>• Awareness of surrounding environmental factors that have the potential to contribute towards incidents occurring</li> <li>• Strong decision-making skills</li> <li>• Able to write coherent and concise management reports</li> <li>• Able to absorb and interpret national/local strategy documents, reports etc</li> <li>• To be able to use technology to present reports, data and spreadsheets</li> <li>• Ability to use health IT systems and Microsoft packages</li> </ul>	

## 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## 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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

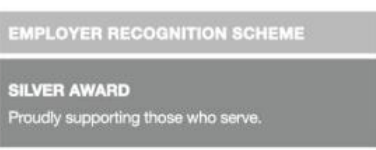
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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The Royal Shrewsbury Hospital

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Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)