



## ACUTE FRAILTY COORDINATOR

### 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>Acute Frailty Coordinator</b>    |
| <b>Band</b>           | <b>Band 4</b>                       |
| <b>Directorate</b>    | <b>Service Delivery Directorate</b> |
| <b>Accountable to</b> | <b>Frailty Service Manager</b>      |
| <b>DBS Required?</b>  | <b>None</b>                         |

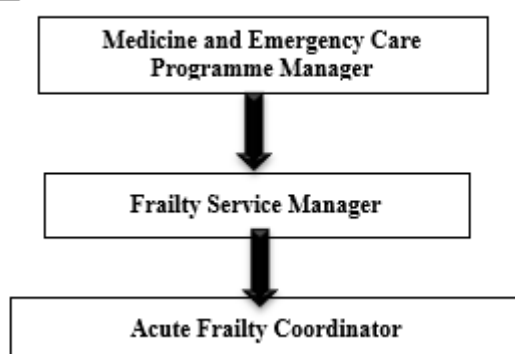
## JOB PURPOSE

Using a discharge to assess model, the aim of the frailty team assessment is to facilitate a same day discharge or holistically tailor an efficient admission. These processes are supported by a 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 is centric at every part of 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:**



#### **Main duties and responsibilities:**

- 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 apt patients and handing over to apt 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 eg. Dementia/ palliative care/ mental health who may be best place 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 older frail adult. 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.

### **Organisational:**

- Work within the multidisciplinary team, within agreed Trust protocols and guidelines.
- Manage own workload.
- Work as a member of the multidisciplinary team sharing in the responsibility for the provision of 7 day.
- Promote and adhere to the principles and practice of clinical governance.
- Demonstrate safe use of equipment and efficient use of resources.
- Demonstrate effective multidisciplinary team working and acknowledge the role of individual team members ensuring that expertise is seen as a resource within the team and the Trust.
- Utilise a developed knowledge of child protection and vulnerable adult safeguarding procedures.

### **Systems and Equipment:**

Participate in and facilitate the implementation of:

- Frailty/CoE 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.

### **Risk Management:**

- Complete documentation and gather evidence relevant to your level of assessment.
- Anticipate, recognise and prevent situations that may be detrimental to self and the health and wellbeing of patients or staff.
- Adhere to and participate in the implementation of recommendations and guidelines related to health & safety at work, Control of Substances Hazardous to Health legislation and control of infection procedures.
- Implement actions to be taken in event of an emergency.
- Demonstrate correct moving and handling procedures following Trust protocols and guidelines.
- Adhere to Trust and locally agreed policies, guidelines and protocols

### **Education, Training and Personal Development:**

- Undertake statutory and mandatory training as required by the Trust.
- Participate in the delivery of team education and presentations.
- Use specialist knowledge to actively participate in training and support of other trust colleges.
- Evaluate personal achievement of identified and agreed short and long term development objectives from personal development plan.
- Assist in developing initiatives for frailty staff development.

### **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.

#### **SaTH Trust Values:**

|                   |   |
|-------------------|---|
| <b>Partnering</b> | <ul style="list-style-type: none"><li>• working effectively together with patients, families, colleagues, the local health and care system, universities, and other stakeholders and through our improvement alliance.</li></ul>  |
| <b>Ambitious</b>  | <ul style="list-style-type: none"><li>• setting and achieving high standards for ourselves personally and for the care we deliver, both today and in the future. Embracing innovation to continuously improve the quality and sustainability of our services.</li></ul> |
| <b>Caring</b>     | <ul style="list-style-type: none"><li>• showing compassion, respect and empathy for our patients, families, and each other, caring about the difference we make for our community.</li></ul>  |
| <b>Trusted</b>    | <ul style="list-style-type: none"><li>• open, transparent, and reliable, continuously learning, doing our best to consistently deliver excellent care for our communities.</li></ul>  |

**Physical, Mental and Emotional demands of the job;**

- Frequent exposure to stressful and extremely unpredictable workloads due to the complex nature of Frail older patients presenting in an emergency / acute setting.
- Frequent need for a high degree of concentration for long periods of time when undertaking assessments.

**Competence;**

- The post holder is required to participate in the Trust appraisal process and work towards meeting identified development needs.
- The post holder is required to demonstrate on-going continuous professional development.
- At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor. The post holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.



## 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>• GCSEs or equivalent (Maths and English)</li> <li>• NVQ/apprenticeship in health and social care</li> <li>• Completed competencies in health care or therapy support worker</li> </ul> |           |

# EXPERIENCE AND KNOWLEDGE

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> <li>• Able to use Microsoft Office suite</li> <li>• Able to demonstrate a good understanding of trust clinical systems</li> <li>• Demonstrable experience of the discharge process.</li> <li>• Recent experience of working within an NHS or care setting within elderly care</li> <li>• Demonstrates continuing personal development</li> <li>• Constantly updates skills</li> <li>• Willingness to undertake further training</li> <li>• Training in caring for frail patients</li> </ul> |           |

# SKILLS

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Ability to organise and prioritise workload and work effectively under pressure</li> <li>• Knowledge of working in a patient focused environment</li> <li>• Ability to liaise and communicate with all grades of staff and all members of the wider MDT</li> <li>• Ability to communicate with relevant community services</li> <li>• Ability to work within a team</li> <li>• Ability to work un supervised using a high level of initiative</li> <li>• Ability to be able to communicate effectively and sensitively with patient relatives and carers</li> </ul> |           |



## OTHER

| ESSENTIAL   | DESIRABLE |
|---|-----------|
| <ul style="list-style-type: none"><li>• Must be eligible to work in the UK</li><li>• Ability to work at the Royal Shrewsbury Hospital and Princess Royal Hospital</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 Trusts 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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.



Proud to have signed  
The Pregnancy  
Loss Pledge





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

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