Job Description

Post Title:	Discharge Coordinator
Band :	Band 5
Managerially accountable to:	Department Manager
Purpose of the post:	The post holder will work collaboratively with the multidisciplinary health and social care teams within the Integrated Discharge Team across acute and community hospitals, and community teams / services to co-ordinate and navigate the patient across pathways to ensure a safe same day discharge for patients deemed fit for discharge.

Primary responsibility to complete Fact Finding Assessments via a telephone triage system, assessing individual patients care needs for discharge.

Support ward professionals in agreeing the pathway for discharge from hospital in accordance with agreed policies and professional guidelines.

To work flexibly to meet the needs of the service,covering a seven day period including weekends & bank holidays

Organisation Position

Care Group

Lead Nurse for Site Safety- Integrated Discharge Team

Band 7 Senior Discharge Nurse Specialists

Band 6 Discharge Nurse Specialists

Post Holder
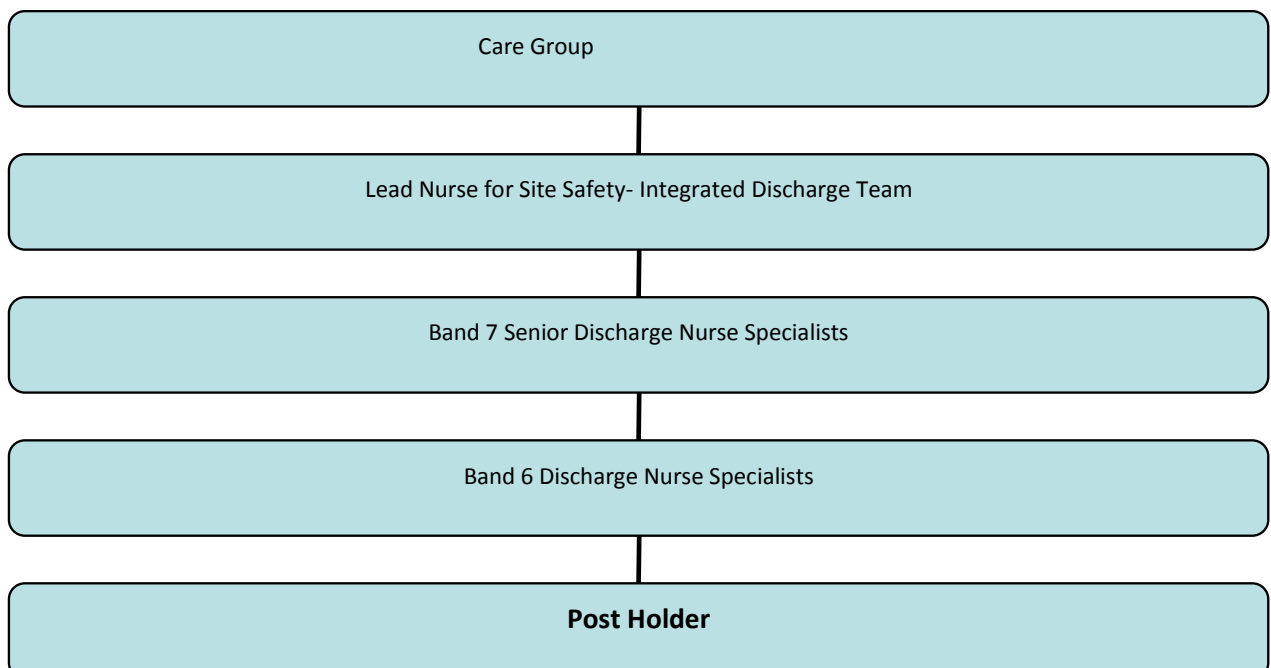
Job Summary: New ways of working
Hospital Discharge "Discharge to Assess"

The Government published the COVID19 Hospital Discharge Services Requirements on in March 2020 outlining a 'discharge to assess' process that must be followed as an immediate response to the COVID crisis. Following national success in the roll out of this approach the Hospital Discharge Service Policy and Operating Model was published in August 2020. Health and social care systems are expected to build upon the hospital discharge service developed during the COVID-19 response, incorporate learning from this phase, and ensure discharge to assess processes are fully embedded for all people aged 18+.

Locally this provides a really exciting opportunity for Discharge Coordinators to join the newly formed Integrated Discharge Team. The post holder will work collaboratively with the multidisciplinary / multiagency health and social care teams within the acute hospital, community hospital and community teams to co-ordinate and navigate the patient across discharge pathways to ensure a safe discharge from hospital.

As well as supporting hospital discharge the post holder will also work closely with the Community Nurses, Community Matrons, Specialist Nurses and Social care to support the reduction in avoidable hospital readmissions from A&E.

In order to support the transfer of patients where ever possible back to their own homes or if required alternative therapeutic settings the post holder will lead on the completion of Fact Finding Assessments to provide enough information to safely facilitate discharge, they will therefore triage, plan, implement and evaluate patient care and the most appropriate pathway for discharge demonstrating evidence based/best practice, considering own clinical confidence and competence.

The employer of this post is Shrewsbury & Telford NHS Trust the contract is substantive, however should there be any future changes for example to funding, organisational change or service redesign your role is underwritten (supported) by The Shropshire, Telford and Wrekin Health and Social Care system and remains substantive. This means that another role will be found for you, this will be done by working with you to ensure the best fit for you personally and professionally. This arrangement also means that you have the option to explore development opportunities and other roles across the system. We are committed to providing you with a positive employment experience.

Main Responsibilities

- To work within the Integrated Hospital Discharge providing a seven day service including weekends & bank holidays. Team to assess patients' needs for safe discharge. Working with health and social care teams the post holder will agree the most appropriate pathway of care to support discharge from hospital.
- To adopt the principles of a Discharge to Assess Model. Align the discharge pathways including Pathway 1 (home or normal place of residence), Pathway 2 (bed based rehabilitation), and Pathway 3 (complex Assessment within a nursing care setting) to the patients assessed level of need.

- Understand the criteria to reside in hospital as developed with the Academy of Medical Royal Colleges and use this information provided by medical teams to inform decision making for timely discharge. Acute hospitals must discharge all persons who no longer meet these criteria as soon as they are clinically safe to do.
- To consider "Home First" as the preferred Discharge Pathway, evidencing clearly rationale for any provision of bed based care.
- Most people will be discharged to their homes; a very small proportion will need and benefit from short or long term residential, nursing home or hospice care as part of pathways 2 and 3. No-one should be discharged from hospital directly to a care home without the involvement of the local authority. The post holder will be a key worker in this shared decision making.
- Work in partnership with the hospital ward based clinicians to discuss, agree and record the patient's pre -admission and current level of needs. Agree the preferred discharge pathway with health and social care partners that best meet the patients' needs on discharge.
- Complete the electronic template for the Fact Finding Assessment by telephone triage with the referring clinician.
- Attend daily the Integrated Discharge Team meeting to share and agree discharge plans for individual patients.
- Co-ordinate appropriate clinical handovers using the Fact Finding Assessment for patients in emergency assessments units in order to prevent unnecessary readmissions to hospital
- Highlight patients requiring complex discharge planning to the Complex Discharge Nurses, supporting the appropriate referral for complex assessment.
- Inform Manager of disputes, conflicts or bottlenecks which impact on the patients discharge to seek support, solutions and advice.
- Effectively communicate at all levels of the organisation; to a variety of health and social care professionals; users and carers, to provide the best outcomes and promote a home first approach at all times
- Provide the interface between hospital and Primary, Community & Social Care settings supporting with pre planning of patients to prevent delay when they are ready for discharge
- Professionally challenge professionals and decisions and effectively communicate the rationale for such challenges.
- Be flexible in approach to duties and receptive to change

Professional

- Act at all times in a professional manner that promotes a positive image of the Trust and upholds its core values.
- Practise in accordance with the Professional Code (NMC or other Allied Health Professional), Trust policies, procedures and guidelines.
- Ensure that high standards of health and social assessments and documentation are completed utilising the Fact Finding Assessment.
- Ensure the patient's, family, carers are central in decision making for discharge, including promoting and protecting the interests and dignity of patients.

- Act as an advocate for patients, ensuring that any barriers to the patient's opinions and wishes being heard are challenged.
- Maintain clear, accurate and contemporaneous records in line with current professional guidelines and standards.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the Team / Department Manager, in line with Trust and professional guidelines.

Education

- Act as a positive role model to others that create a learning environment to support the development of junior staff, pre-registration nurses and healthcare assistants' (HCAs'), other work colleagues and those within the Integrated Discharge Team, share knowledge, skills and competence.
- Act as a preceptor, mentor or assessor to junior nurses, students and HCAs as appropriate and if suitably qualified to do so.
- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own annual appraisal, working with appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of appraisal and in your Personal Development Plan (PDP).
- Participate in formal and informal education programmes to create and maintain a positive learning environment and assist with the orientation programme for new members of the nursing team.
- Proactively use information technology resources to keep up-to-date with current practice.
- Maintain up-to-date training in information technology (IT) skills, and demonstrate a good working knowledge of confidentiality and data protection.

Management

- Provide leadership to all staff that promotes a culture of positive and effective teamwork.
- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.
- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.
- Adhere to systems that facilitate the appropriate admission, safe transfer and safe and timely discharge of patients, and support the delivery of the Estimated Date of Discharge and Event-Led Discharge.
- Prioritise work in accordance to system and local hospital escalation levels, applying work and actions in line with the hospital escalation process.
- Participate in team activities that create opportunities to improve patient discharge experience, working with ward/department management to effect change.

- Promote a professional and happy working environment conducive to high patient and staff morale.
- Promote and maintain a safe environment for staff and patients, ensuring high standards of cleanliness and tidiness are maintained and that work practices conform to health, safety and security legislation, policies, procedures and guidelines.

Quality

- Deliver person centred assessments based on current evidence, best practice and validated research when available.
- Maintain own awareness of the local, national and professional quality issues relevant to the delivery of Discharge to Assess Models and Hospital Discharge services.
- Participate in the evaluation of care delivery through self and peer review, patient and carer feedback, audit and research, benchmarking and formal evaluation. Implement necessary changes to improve patients' care and experience.
- Engage with and contribute to patient and public involvement activities.
- Participate in activities to improve the quality, productivity and effectiveness of care, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.
- Be aware of the role of the nurse in handling complaints in accordance with Trust policy.

Communication

- Communicate sensitively, confidentially and with empathy to meet the wide ranging physical and emotional needs of patients and their carers and families.
- Using a range of communication tools, interpret and present clinical information to patients and their families/carers in ways that can be clearly understood, recognising individual needs and overcoming any barriers to communication.
- Develop strong relationships with Health and Social care practitioners working outside the hospital environment to strength working relationships across the hospital and community settings.
- Provide good counselling and advocacy skills to support staff, patients and carers.
- Develop and maintain communication with people about difficult matters or difficult situations.
- Provide accurate, timely and relevant patient progress and handover information using both written and electronic systems.
- Ensure effective communication is initiated and maintained between all members of the multi-disciplinary team, ensuring appropriate and timely referrals and liaison with relevant personnel.
- Attend and actively participate in ward/department meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy.

Managing Resources

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.
- Adhere to systems for the tracking and location of medical assets and ensure that any losses are reported in accordance with Trust policy.
- Contribute to the effective and economic use of resources e.g. local recycling schemes.

Managing Information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information to improve patient care.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 1998.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.
- Facilitate patients' access to records, adhering to policy, legislation, best practice and professional guidance.

Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.
- Identify risks associated with patients discharge and ensure clear documentation of risk, seeking advice from senior practitioners to support risk assessment, planning and management.
- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.
- The post holder may on occasion be exposed to verbal or physical abuse and should be fully conversant with the Trust's policy for dealing with these situations.

Decisions, Judgement and Freedom to Act

- Working within defined policies, procedures and professional standards. Working without direct supervision, seeking further advice for guidance on actions that are outside agreed defined standards.

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

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; 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 staff; 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. 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 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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.

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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description represents a summary of the main responsibilities of the post and not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the line manager.

Manager	Post Holder
Signature	Signature
Date	Date