JOB DESCRIPTION

Job Title: Discharge Liaison Nurse

Accountable to: Senior Partner – Frome Medical Practice

Supervisor: Senior Partner – Frome Medical Practice

Grade: Level 6

Financial and Physical responsibilities:

The post holder will be responsible for ensuring that they make effective and economical use of resources in the line of duty, including time, patient equipment and supplies. There will be no budgetary responsibilities.

Supervisory responsibilities:

The post holder will work as an effective member of Your Health & Wellbeing Mendip and promote a multi agency collaborative approach to health and social care.

Role Summary

The overall aim of the post is to reduce length of stay at the Royal United Hospital (RUH) to have an overview and management of discharge of Mendip inpatients. Priority should be given to those identified as delayed discharges, those on the green to go list and those whose inpatient stay has been greater than 14 days.

The patients will be registered at Somerset practices.

The Discharge Nurse will identify blocks to discharge and provide a central liaison between services which provide rapid response, rehabilitation and social care.
The post holder will assist the Lead Discharge Nurse in holding a virtual caseload and will assist the Lead Discharge Nurse in the collecting of the projects ongoing data collection/audit.

The post holder will work cooperatively with the RUH integrated discharge service and as a Clinical Navigator, work closely with other agencies to identify and assess patients facilitating the patient discharge pathway through primary community and secondary care.

The post holder will be responsible for steering the Continuing Heath Care Fast Track (CHCFT) patient's pathway through the RUH to discharge destination of choice.

The post holder will facilitate the completion of CHC complex checklists as required.

**Key relationships**

Federation Lead, East Mendip Federation  
East Mendip Federation Project Managers  
General Practitioners in the Federations involved  
Out of Hours Clinical Lead Manager  
Hospital Matrons at Frome Community Hospital, Shepton Mallett and West Mendip  
Emergency Care Practitioners  
Paramedics and ambulance staff  
Accident & Emergency teams at the RUH  
Clinical Site Managers;  
Secondary Care Consultants e.g. Care of the Elderly physicians;  
Community Nurses;  
Practice Nurses;  
Allied Health Professionals;  
Education providers;  
DATE team at RUH;  
Dorothy House  
Somerset Primary Link  
Primary Care hubs

**Core responsibilities**

The post holder will hold a virtual caseload of patients being managed through their inpatient stay at the RUH and will be accountable for and maintain the clinical database.

To plan patient care by collaborating with other disciplines, agencies, patients and carers in order to provide a co-ordinated discharge plan.

To evaluate clinical information from referral information and initiate appropriate discharge planning with the multidisciplinary Team

To maintain accurate and systematic documentation of patient interactions and advice provided. This may include any adverse events, child
protection/vulnerable adult issues.

To signpost appropriately to other services.

To ensure the post holder and staff are aware of and comply with local and national policies and Nursing and Midwifery Council advisory documents.

To promote a team approach to care and establish good working relationships with other Acute and Primary Care colleagues and other statutory and voluntary agencies in order to provide a seamless service to the patient.

Demonstrate effective use of information technology.

To promote the knowledge and understanding of the range of services available across organisations.

Proactively identify carers and encourage their registration on practice carers registers.

Continue to identify the blocks to discharge that are caused by non clinical issues and develop proposals for community solutions to this in partnership with reablement team.

Inform future development both within the Federation and identify the appropriate resources required for a permanent solution and assist in guiding East Mendip Federation in developing these services.

Provide education and mentorship to practice teams and review how current resources can be rearranged to embed this approach within the federation in current workload and financial pressures on practices

Work closely with primary care to identify patients who have frequent acute hospital admissions and to reduce frequent admissions where possible.

Attend Primary Care hub meeting when possible.

**Professional/Job Role**

To work as an autonomous practitioner using analytical problem solving techniques and comparison of options to assess the needs of individual patients and carers.

To be personally accountable for professional practice and delivering clinical responsibilities.

**Organisational**

To have awareness of health and safety within the role formulating safe systems of work when appropriate using risk assessments.
To have a good working knowledge of all aspects of the Royal United Hospital and Adult Social Care policies, principles, procedures and safe systems of work.

To report and record all accidents and incidents according to policy taking appropriate action when necessary.

To take prompt and appropriate action on receipt of complaints as per policies and participate in official investigations where required.

To maintain accurate and contemporaneous records and data within assessments, plans of care and interventions

To provide information to inform the evaluation and efficiency of the role and for performance management purposes as requested by the Federation

To work in such a way that promotes a “whole systems approach” to care provision ensuring liaison and partnership working across organisational boundaries e.g. with secondary care providers, social services and primary care

To work as a member of the team to develop the service as indicated by research/audit or Federation direction

The post holder is required to work proactively at all times to facilitate timely and safe discharges.

Communication

To provide and receive sensitive and complex information.

To liaise and communicate effectively on a daily basis, using a variety of communication skills, verbal, non-verbal, written and electronic.

To ensure that there is continuity of patient care and that appropriate care pathways are implemented.

To demonstrate empathy when dealing with patients, carers/relatives and other healthcare professionals and organisations.

When developing and implementing care plans/programmes to ensure that the patient receives an optimal level of care.

To work towards strengthening links with supporting agencies and where possible work alongside other professionals to enable transfers of skills and an understanding of primary care services.

To resolve difficult issues and explain outcomes to GPs and other referrers.

To maintain a database to ensure relevant audit information is collected collated and used to improve service delivery. Input data as required.
The post holder will be required to use a variety of computer software.

**Education and Research**

To initiate and participate in audit as appropriate.

To act within the framework of clinical governance, ensuring that the healthcare delivered is of the highest standard.

To engage in self-appraisal and continuing professional development and contribute to the development of others through clinical supervision and reflective practice and relevant education.

**Health & Safety**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

**All post holders are expected to:**

- Adhere to practice policies and procedures (e.g. Health and safety)
- Familiarise themselves with the practice staff handbook
- Maintain personal and professional development in order to maintain their skill levels and participate in the appraisal process and any training and development that is recognised and agreed with the line manager
- Respect the confidentiality of patients and colleagues and the practice as a whole. All staff are expected to adhere to the Data Protection Act 1998
- Respect and adhere to corporate and clinical governance principles
- Work within the operating hours of the surgery

This job description is not definitive or exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.
## Person Specification: Discharge Liaison Nurse

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<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>E/D</th>
<th>Method of Assessment</th>
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<tbody>
<tr>
<td>Qualifications &amp; Training</td>
<td>Registered First Level Nurse</td>
<td>E</td>
<td>Application/interview</td>
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<td>Relevant Nursing/Health degree</td>
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<td>Evidence of Continual Professional development</td>
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<td>Experience post registration working in discharge planning.</td>
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<td>Post registration qualification /and or experience in Community services to degree level</td>
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<td>Minimum of 3 years post-registration experience</td>
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<td>Demonstrate effective use of information technology</td>
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<tr>
<td>Skills and abilities</td>
<td>2 years management and leadership experience</td>
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<td>Application/Interview</td>
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<td>An understanding of the role of Primary Care Trusts within the wider NHS, An understanding of the structure for the delivery for primary health care services and of current, local national development.</td>
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<td>Knowledge and understanding of relevant legal issue relating to (e.g.) Data Protection, confidentiality.</td>
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<td>An understanding of the implications of cultural difference for service delivery.</td>
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<td>Understandings of the steps that need to be taken to provide appropriate, accessible and sensitive primary health care services.</td>
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<td>Able to demonstrate innovative practice.</td>
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<td>Ability to prioritise caseload</td>
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<td>Able to communicate clearly and succinctly in writing.</td>
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<td>Ability to write appropriate</td>
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<td>Personal Qualities</td>
<td>Ability to self motivate, organise and prioritise workloads.</td>
<td>E</td>
<td>Interview</td>
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<td>Ability to use own judgement, resourcefulness and local knowledge to respond to the needs of patients</td>
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<td>Team Player</td>
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<td>The ability to respond positively to changes both within the practice and at PCT</td>
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<td>other</td>
<td>Car driver</td>
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