Carlisle Network Integrated Care Community

(Employed by North Cumbria Primary Care Alliance)

Job Description for Frailty Care Coordinator

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| **1.** | **JOB DETAILS** |
|  | **Job Title:**  Frailty Care Coordinator – Carlisle Network Integrated Care Community (CNICC)  **Accountable to:**  Clinical – Frailty Lead ANP  The post holder will be employed by North Cumbria Primary Care (NCPC) Alliance though there may be a need to provide provision across the 5 practices within CNICC. Practices are working collaboratively within the ICC and decisions regarding this evolving service to our patients will be made through Carlisle Network Practices and the ICC delivery group.    **Hours:**  Variable hours (up to 37.5) per week.  **Location:**  The post holder will be based at Eden Medical Group, a member practice of the North Cumbria Primary Care (NCPC) Alliance. Although their base will be in the designated practice the post holder will be expected to work in a range of environments including visiting people in their own homes, in GP practices or community health/ care settings. |
| **2.** | **JOB SUMMARY** |
|  | The aim of the role is to support individuals to manage their health and wellbeing and continue to live independently in their own homes for as long as possible.  The post holder will provide an innovative, integrated service to anyone who has been identified as frail or at risk of frailty. The role requires a caring, dedicated, reliable and patient focused individual who enjoys meeting new people.  The post holder will work both as part of the general practice team and a wider multi-disciplinary ICC team, playing a role in coordinating care and support to individuals. They will manage a short term caseload supporting the arrangements for appropriate care and support and ensuring that unplanned, changing needs are addressed and that individuals are accessing appropriate support either from statutory or third sector services.  **What is the Carlisle Network ICC Frailty Team?**  CNICC Frailty Team is an innovative team created to visit and assess patients in their own home. CNICC covers 50,000 patients registered with five Carlisle general practices. Since 2017 we have been exploring ways of working together to utilise available resources and to provide good primary care to our patients. Our practices include :-  1. Eden Medical Group  2. Spencer Street Surgery  3. Fusehill Medical Practice  4. Warwick Square Group Practice  5. Warwick Road Surgery  In North Cumbria we are developing integrated ways of working with our health and care partners including our North Cumbria Integrated Care (NCIC) Trust, Adult Social Care and voluntary sector organisations. With an ageing population it is important we provide excellent care to this group of patients to help them stay well enjoy their later years.  The team currently consists of 2 Advanced Nurse Practitioners, a Specialist Frailty Nurse and 4 Frailty Coordinators.  **What does the Frailty Care Coordinator role involve?**  The main responsibilities include:-   * To visit and support patients at home to assess whether there is any unmet health or care needs. * To complete holistic person centred care planning. * Where unmet needs are identified to completed relevant referrals into wider ICC and third sector. * To attend the weekly ICC MDT meetings. * There will be an element of clinical assessment required such as venepuncture and observations (training can be provided)   It is important to note that this is a new venture and both the role and the team will develop and adapt as necessary as North Cumbria moves towards an Integrated Health and Care System. It’s an exciting venture for both the ICC and the successful applicants and its success will be created by everyone who will work within the newly formed team. |
| **3.** | **ROLE OF THE INTEGRATED CARE COMMUNITY AND ROLE OF THE PRACTICE** |
|  | CNICC is a collaborative venture of organisations including the five general practices, NCIC, Adult Social Care and voluntary sector organisations. Through integration organisations can work more closely together to provide health and care services in a more efficient and effective manner.  As an ICC we work together to improve the overall health and wellbeing of the community. We will do this by:  1. Joining up health and care services to work better together  2. Providing more care out of hospital where possible  3. Supporting people to have information about their health conditions  Health and social care professionals, GPs, the voluntary sector and the community will work as one team to support the health and wellbeing of local people.  The role of the Practice is to provide a high standard of quality care and safety to our patients. You will be employed by Eden Medical Group on behalf of the ICC. |
| **4.** | **ORGANISATIONAL CHART** |
|  | Practice Manager  Lead ANP    ANP  Frailty Nurse  Frailty Care Coordinators |
| **5.** | **KEY WORKING RELATIONSHIPS** |
|  | * Patients and Carers * ANPs and Frailty Nurse * GPs & Primary Care Teams * ICC teams * Community health and social care teams * Care organisations * Health & Wellbeing Coaches (HAWCs) * Living Well Coordinators * Voluntary and Third Sector Organisations |
| **6.** | **DUTIES AND RESPONSIBILTIES OF THE POST** |
|  | The post holder is expected to work within the ICC and Frailty operational guidelines, with particular reference to standardised approaches to case management, care planning and MDT working.  **Case finding**   * Use the eFi frailty reports to proactively target patient groups with frailty. Using EMIS searches where necessary to target individuals. * Referrals as triaged by the team.   **Assessment**   * Carry out a holistic, person centred assessment which looks at the health and social needs of the person, conducted in partnership with the individual person, their family and carers. The assessment will be conducted, whenever possible, in the person’s own home to take account of environmental factors and to fully understand the person’s functional ability in a familiar setting. * Carry out agreed specific assessments including a basic falls risk assessment * Develop and agree care plans and if necessary reviews for ongoing needs.   **Intervention**   * Refer and liaise with a range of statutory and voluntary sector support agencies, ensuring the person has access to a wide range of support * Where necessary identify urgent needs taking relevant action or liaison. * Refer for relevant equipment including telecare to increase the person’s independence. * Provide guidance and support to increase the use of self-care methods. * Conduct low level clinical screening such as dementia screening, blood pressure checks and venepuncture as directed by the lead health professional. (Where relevant training has been received) * Carry out low level falls assessment/screening and provide advice and information on falls prevention, including referral for equipment where necessary. * Monitor and review care plans and agreed outcomes in partnership with the person and to evaluate outcomes. This would involve re-negotiating care plans as and when required * Act as the key advocate for the person as and when required   **Communication**   * To provide, and receive, information with empathy and understanding, and to adapt communication when barriers to understanding arise (seeking senior guidance when necessary). * Take an active role in the ICC MDT process providing input around the person’s history, family circumstances etc. * Provide a point of contact for the person (and their family/carers) and the range of professionals involved in the care package * To develop and maintain effective working relationships with other members of the primary care / ICC team.   **Administration**   * Keep timely, accurate and complete electronic patient records and activity data, all of which will be maintained and stored in accordance with professional and organisational standards. * To have responsibility for appropriate documentation related to patients in their care to be disseminated to all relevant professionals in a timely manner and in accordance with operating standards.   **Other**   * To participate in discussions about the direction of service developments and improvements. * To participate in service audits and changes. * To participate in discussion for the implementation of policies and procedures * To contribute to the health and safety of others and the environment * To participate in appraisal processes and participate in CPD/ personal development plan. * To pro-actively participate in mandatory training and in-service training. |
| **7.** | **WORK SETTING AND REVIEW** |
|  | The Frailty Care Coordinator is responsible for working within their own competence, skill and experience.  The organisational policies of the Eden medical Group and NHS.  Be expected on occasion to participate in North Cumbria Wide Training, development events with other frailty care coordinators working across other ICCs.  Be required to lone work in a domiciliary setting, in accordance with the loan working policy. At times these settings might be unpleasant and unhygienic environments, where risks to health and safety will need to be considered, assessed and responded to in an appropriate manner.  Receive 1:1 and group supervision, to reflect on practice and to use feedback to dvelop skill and knowledge. |
| **8.** | **INDIVIDUAL RESPONSIBILITIES** |
|  | The post holder is expected to:  Adhere to Practice policies and procedures and relevant legislation.  Attend mandatory training as identified by the Practice |
| **9.** | **CONFIDENTIALITY** |
|  | The post holder must maintain the confidentiality of information about patient’s, staff and Practice business in accordance with the General Data Protection Regulation, Caldicott principles and Practice Information Governance policies and procedures. |
| **10.** | **HEALTH AND SAFETY** |
|  | Each employee is responsible to take care for his or her own acts or omissions and the effect that these may have upon the safety of themselves or any other person.  Sets and maintains high standards of infection control to protect patients, self and colleagues.  Every employee must use safety equipment or clothing in a proper manner and for the purpose intended.  Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.  Every employee must work in accordance with any health and safety procedures, instructions or training that has been given.  No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.  Every employee is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.  All employees are under a duty to familiarise themselves with the risk management/fire, health and safety policies. |
| **11.** | **RISK MANAGEMENT** |
|  | All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken. |
| **12.** | **EQUALITY & DIVERSITY** |
|  | All employees have responsibility to:   * Act in ways that support equality and value diversity * Treat everyone with whom they come into contact with dignity and respect * Act in ways that are in accordance with employer’s Single Equality Scheme, Equality & Diversity policy and Dignity in the Workplace policy. |
| **13.** | **SAFEGUARDING** |
|  | All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the organisation’s Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training.  Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases. |
| **14.** | **REHABILITATION OF OFFENDERS ACT 1994** |
|  | Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies. |
| **15.** | **IMPROVING WORKING LIVES** |
|  | You will be expected to give a commitment to apply the principles of improving working lives, and participate in any events and initiatives as and when appropriate. |
| **16.** | **CORPORATE GOVERNANCE ARRANGEMENTS** |
|  | You will be expected to familiarise yourself with the Practice governance strategy which outlines the management and committee structures and procedures for the governance of the Practice activities. |
| **17.** | **JOB DESCRIPTION AGREEMENT** |
|  | This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with this position as requested by Eden Medical Group and the wider ICC. This description will be open to regular review and may be amended to consider the development of the practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice. |
|  | **Post Holders Signature…………………………………………………………………………………………………….**  **Date……………………………………………………………………………………………………………** |
|  | **Managers Signature……………………………………………………………………………………**  **Date……………………………………………………………………………………………………………** |

**PERSON SPECIFICATION**

**Eden Medical Group**

**POST TITLE: Frailty Care Coordinator CNICC**

**Each of the points should be considered in the light of minimum requirements listed in the job description.**

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| Factor | Essential | Desirable |  |
| Qualifications | * English and Maths to GCSE Grade C or above or equivalent. | * NVQ level 3 or working towards | * Original Certificates, Application Form & Interview |
| Experience | * Previous experience working with the general public. * Evidence of good practice * Working autonomously and as part of a team | * Previous experience working with frail, older people. | * Application Form & Interview |
| Skills, Knowledge and Aptitudes | * Excellent interpersonal, verbal and written communication skills * Be able to provide high quality care. * Ability to recognise risk and refer appropriately and safely * Time Management and ability to prioritise workload * Able to work independently and effectively within a team * Flexible and motivated * Excellent computer skills * Able to recognise and work within own limitations * Understanding of equal opportunity and diversity issues | * Ability to adapt to change within working situations * Reflective working * Awareness of frailty and chronic conditions * Knowledge of the ICC and 3rd sector working. * Understanding of role of patient advocate. | * Application Form & Interview |
| Other requirements | * Current driving licence and access to own vehicle * Highly motivated and proactive. * Flexibility of working hours / ability to work at desired times which includes working late on an evening to cover extended access, and to include working weekends and bank holidays to cover 7 day opening / operation of the practice |  |  |
| PERSON SPECIFIC AGREEMENT  Post Holders Signature……………………………………………………………………………………………………..  Date………………………………………………………………………………………………………………………………….  Managers Signature………………………………………………………………………………………………………….  Date…………………………………………………………………………………………………………………………………. | | |  |