CARE HOME LIAISON NURSE
Community Nursing - CHLN
Clydebank Health Centre

Job Reference: 0000046933N
Closing Date: 28 April 2017
Dear applicant,

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting and rewarding role catches your imagination and that you are encouraged to apply.

As the largest Health Board in Scotland, NHS Greater Glasgow and Clyde plays a vital role in the education and training of doctors, nurses and other health professionals, working closely with local universities and colleges. It also provides the full range of community hospital services. The Board has an annual turnover of £3.2 billion per year. It serves a population of 1.2 million people and employs 39,000 staff.

Along with many NHS providers, the Board must respond vigorously to operational, quality and financial challenges in order to continue to improve outcomes for, and the experience of, our patients and the communities we serve. The Board is a large organisation operating in an increasingly tough environment. Building enduring relationships with our partners is vital to continue to drive the changes we are making. Effective communication and productive dialogue is challenged by the spread of the organisation’s sites and stakeholders over a wide geographical area, as well as the variety and large number of partners we work with. The Board is managing these challenges and has developed a positive platform to continue to improve towards excellence.

To drive forward these improvements the Board must have the ability to make tough decisions at a time of change. The next step in the Board’s journey is essential: to build and deliver a strategy that will engage the workforce and public in changing for the future to provide sustainable healthcare services, further embed a culture of innovation and meet the demands and exceed the expectations of our patients.

The following is included in this information pack to help you with your application:

- Job description
- Person specification
- A summary of the terms and conditions for the post
- The application process
- Guidance for completing your application form
- Working for NHS Greater Glasgow and Clyde

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact Recruitment Services.

We very much look forward to receiving your application.

Recruitment Services
WEST DUNBARTONSHIRE HSCP

1. JOB IDENTIFICATION
Job Title: Care Home Liaison Nurse (Band 6)
Responsible to: Nurse Team Lead
Department: Adult Nursing
Directorate: Adult and Primary Care services
Operating Division of NHSGG: West Dunbartonshire Health and Social Care Partnership.

2. JOB PURPOSE:
The post holder will be part of the Care Homes Liaison Nurse (CHLN) Service, which will deliver integrated, collaborative and co-ordinated services to support and advise care home residents and staff in order to support high quality standards of care. The CHLN will be managed within the HSCP Adult Community Nursing Service and will be required to work in partnership with colleagues in both Primary and Secondary care and the independent sector as appropriate.

The post holder will provide an accessible, appropriate, high quality, culturally sensitive and effective liaison nursing service to patients residing in a Care home. This includes those being discharged from acute, tertiary care or transferring from the community to a care home setting. Working in partnership with Care Home staff the post holder will support General Practitioners and other colleagues in the ongoing provision of enhanced services for residents within care homes.

3. ROLE OF DEPARTMENT
West Dunbartonshire has 5 Care homes comprising a total 395 of beds. The CHLN Service is part of the wider Adult Nursing Service which also comprises of the District Nursing, Diabetic Nursing Services and in Treatment Rooms.
4. ORGANISATIONAL POSITION

[Diagram showing hierarchical structure with roles: Senior Nurse - Adult Services, Team Leader, Care Home Liaison Nurse, PNA]

Management

Professional Support
5. SCOPE AND RANGE

The CHLN service is available Monday-Friday, 08.30am to 4.30pm excluding public holidays. The CHLN will provide an accessible, appropriate, high quality, culturally sensitive and effective nursing service to support staff and residents in the care home setting, by working in partnership with service users, care providers and other agencies.

In addition to undertaking proactive work with aligned Care Homes, the service also accepts referrals, via a referral system, relating to specific client or Care Home needs. Although the Care Home population is mainly comprised of older people with complex care needs including chronic diseases and dementia, other significant groups exist such as the young physically disabled.
5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

To support and advise Care home Staff in the provision of nursing care for residents and their families.

- Supporting discharge and transitions between Care Homes and hospital.
- Support Care Home staff in the provision of palliative and end of life care for residents and their families.
- Supporting medical staff e.g. undertaking health assessments.
- Undertaking regular health assessments, reviews for new residents and ongoing residents within agreed timescales and in keeping with the Locally Enhanced Service (LES) agreement.
- Developing a system of partnership working with Care Home Nurses through provision of clinical advice and providing clinical interventions as and when required e.g. peg tube management or suprapubic catheter insertion.
- Supporting Care Home nurses to make referrals to community services and to work closely with community specialist services, medical services (DME and Older Peoples Mental Health), AHPs and acute specialist services.
- Undertaking a range of clinical assessments when this is necessary to support specialist advice e.g. continence, falls, tissue viability, palliative and end of life care, physical and cognitive functions.
- Assisting Care Home staff with care planning to meet the individual needs of residents in line with NMC nursing standards and in the implementation of evidence based practice to meet agreed local and national standards.
- Supporting Care Home nurses to proactively improve their ability to effectively manage long term conditions and maintain functional ability of residents and avoid unnecessary hospital admissions, where possible.
- Sign posting to other specialist services as required and education and training events within the locale.
- Supporting attainment of additional clinical competencies and areas of practice development as require.
- Facilitating local clinical skills training and development of competencies for Care Home Nurses to meet individual resident needs if out with their scope of practice.
- Sharing guidance and best practice as applicable.
- Utilising patient information systems to identify / analyse ?all patients admitted to hospital from care homes.
- Sharing information gained with multidisciplinary team to improve patient’s journey of care.
- Participate in the evaluation and audit of the CHLN Service to continually improve service delivery.

7a. EQUIPMENT AND MACHINERY

- Telephone and answering machine
- Moving and Handling equipment
- Oxygen apparatus
- Nursing equipment - e.g. pressure relieving equipment, stethoscope, sphygmomanometer, catheters, infusion equipment, ambulatory pumps, enteral feeding equipment, wound care dressing and ear syringing equipment.
7b. SYSTEMS
IT Systems; CNIS EMIS, Clinical Portal, electronic and paper record keeping systems

8. DECISIONS AND JUDGEMENTS
- The post holder is accountable for his/her own professional actions and must be able to justify decisions or omissions when making judgements, which affect both residence care and management of the resident group. The range of resulting interventions may be complex and require a high level of ongoing decision making.
- The post holder will be aware of his/her own scope of practice and will be responsible for the delegated actions of others providing care.
- The post holder will work as an autonomous practitioner and will have the ability to identify their own training needs and recognise who or where to contact for support.
- Ability to identify potential problems independently, and involve relevant members of the multidisciplinary team to ensure satisfactory outcome.
- Working with Care Home staff and GP colleagues towards preventing hospital admission and offering expert knowledge and advice.
- Giving advice and support to care home staff to help resolve problems.
- Working autonomously without direct supervision, assessing, planning and implementing own workload.
- Exercising ability to challenge any interactions which fails to deliver a quality service to care home residents.

9. COMMUNICATIONS AND RELATIONSHIPS
- Communicate regularly with GP colleagues
- Liaise regularly with the Clinical Nurse Team Leader and other Care Home Liaison Nurses and colleagues in the other sectors/HSCP areas.
- Communicate regularly with Care Home staff from aligned care homes.
- Inform care homes staff of clinical treatment plans and progress if resident admitted to hospital.
- Communicate with care home staff prior to the resident’s discharge to ensure all appropriate arrangements are in place for an effective and positive discharge back to care home.
- Communicate with residents and carers to ensure a patient centred service.
- Act as a resource to other members of the specialist care home team.
- Liaise regularly with aligned Older Peoples Mental Health Care Home Liaison Nurses, medical colleagues within the acute, AHPs and other specialist services as required.
- Liaise with Primary Care Teams within appropriate HSCPs and Nurse Specialists when appropriate.
- Provide and receive complex information.

10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENT DEMANDS OF THE JOB
- Daily concentration when obtaining information from documentation and case notes and checking instructions.
- On a daily basis, requirement to retain large volumes of information from a wide variety of sources.
- Potential unpredictable work patterns on a daily basis when responding to phone calls.
- Dealing with and supporting nurses in care homes where care packages may be complex and regular supervision is required.
• Communicating with bereaved/distressed/anxious/worried residents and their relatives.
• Responding to requests for support from nurses in care homes who have to communicate bad news to residents and their families in respect of care outcomes.
• Risk of verbal/physical aggression from patients, especially when visiting specialist dementia units.
• Working conditions are variable and unpredictable as the role involves working between acute hospital settings and range of care homes.
• Working in isolation
• Emotional demands of dealing with complaints
• As part of working conditions there is a risk of exposure to bodily fluids i.e. blood, faeces, vomit, sputum and urine.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

• Maintaining relationships with Care Home staff where they may be a high staff turnover.
• Unpredictability of referrals and resulting workload
• Multi-factorial aspects of supporting transition of a patient transferring to nursing home care.
• Prioritising workload to maximise effectiveness of support to care home staff.
• Changing daily routine when a problem arises requiring a visit to a care home.
• Occasionally support distressed patients and relatives during the transition from hospital to care home.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential criteria
1. Registered Nurse with the NMC with at least four years post registration experience
2. Experience of working within either a community or care home setting
3. Educated to first level degree or willing to work towards the same
4. Evidence of continuous professional development
5. Experience and expertise in the nursing care of older people
6. Ability to demonstrate range of nursing competencies and care skills
7. Knowledge and skills in Long Term Condition Management
8. Excellent interpersonal and communication skills
9. Time management skills
10. Motivated and ability to work on own initiative
11. Ability to work flexibly as part of a team
12. I.T skills
13. Driving licence

Desirable criteria
• A post grad qualification in Long Term Conditions Management
• Independent Prescriber or a willingness to work towards
Summary of terms and conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.

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Vacancy enquiries to: For information specific to the role, contact Fiona Rodgers, 07776608527

Agenda for Change band: Band 6
Salary: £26,830 to £35,933 per annum (pro rata where applicable). Please note candidates new to the NHS should expect to start at the entry point of the payscale shown.

Hours: 37.50 hours per week
Base: Clydebank Health Centre
Contract type: Permanent

Annual leave: The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.

Superannuation: All employees are automatically enrolled in the Scottish Public Pensions Agency.

Healthcare Support Workers: All NHS Scotland postholders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.

Smokefree policy: NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.

Equal opportunities: NHS Greater Glasgow and Clyde is as an equal opportunities employer.
The Application Process

Please ensure you read the Job Description and Person Specification along with the guidance notes on completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You will receive confirmation that your application submission has been received when you submit your online application form. When we begin to process your application, you will receive an email from NHS Greater Glasgow and Clyde confirming receipt. If you have not received a confirmation email within 3 days working days from the closing date, please email nhsggcrecruitment@nhs.net.

Unfortunately, due to the volume of applications NHS Greater Glasgow and Clyde receive, we are unable to write to applicants who are not successfully shortlisted for interview. Accordingly, if you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

We will use several methods of communication to advise you of each stage of the recruitment process this includes: email, letter, SMS text, or telephone. It is essential that you regularly check your email and your phone to see if we have been in contact with you to update you on the progress of your application. Please ensure your email account does not treat NHS Greater Glasgow and Clyde email as spam or junk by adjusting the necessary settings.

Please ensure you retain a copy of the job description and person specification for the post you are applying for – you will need this to help you prepare if you are selected for interview.

Please retain details of the job reference number – you will need this if contacting NHS Greater Glasgow and Clyde Recruitment Services.

Should you require further information or assistance in relation to your application please visit www.nhsggc.org.uk/recruitment or email your enquiry to nhsggcrecruitment@nhs.net. Please ensure you have the job reference number to hand.

For details on what happens once you have submitted your application, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Guidance for completing your application form

Completion of the application form is the first stage in the recruitment process, and if you are successful, will form the basis of your employment record. Complete and accurate information is essential. Please note: If you knowingly withhold or provide false or misleading information, this may result in your application being rejected, or if appointed, may result in dismissal from your post.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to attend an interview. Only those applicants who can clearly demonstrate in their application form how they meet the minimum essential requirements for the post as specified in the job description and person specification will be considered for interview selection.

Applicants should read the candidate information pack and job description for the post prior to completing the online application form.

When completing the online application form applicants should read the instructions in each section and note the following:

- the application form has an automatic time out mechanisms, therefore you should click on the "save" button as you go through the application form or copy and paste from another document, to avoid losing content.
- please do not use any special characters (i.e. £, #, &, %) when completing your application. You are permitted to use the ‘@’ symbol.

It is recommended that you complete all relevant sections of the application form. It does not matter how long ago your last employment was, if you have an employment history please list it.

If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing (i.e. full time student / parent / carer).
Please note that you can list unpaid work including work placements and volunteer work in your employment history.

NHS Greater Glasgow and Clyde do not accept Curriculum Vitae (CV), unless a CV has been specifically requested as part of the recruitment process.

By completing and submitting an application for this post you give your consent for NHS Greater Glasgow and Clyde to commence pre-employment checks, including reference checks, once your formal conditional offer of employment is made to you. Click Here for more information. For details on NHS Greater Glasgow and Clyde’s pre-employment check procedures, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Part A (Personal information), Part B (Declarations), Part C (Application Details)

The job description provides information about the main duties and responsibilities of the post being advertised. It also describes the purpose of the post. Please ensure that your application form clearly demonstrates how your skills/knowledge/experience can be utilised in the role.

The job description and person specification also specify the requirements or criteria (knowledge, skills, experience, abilities and qualifications) that are essential or desirable to perform the duties outlined. Please ensure in your application that you demonstrate how you meet the minimum essential criteria and where applicable, the desirable criteria for the role.

Certain posts in NHS Scotland are exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. Click Here for more information. If the advertisement for this position has declared that we require a Disclosure Scotland PVG Scheme Membership / Disclosure Scotland Check, you must declare any previous convictions, classed as either “spent” or “unspent”, including criminal convictions received outside the United Kingdom.

The Asylum and Immigration Act 1996 states that it is a criminal offence to employ a person who is not entitled to work in the United Kingdom (UK). Consequently, before NHS Greater Glasgow and Clyde offers employment, the prospective employee must provide evidence, that he/she is entitled to work in the UK. All applicants regardless of nationality will be asked to provide evidence of eligibility to live and work in the UK.

As a Disability Confident Employer, NHS Greater Glasgow and Clyde operates a Guarantee Interview Scheme for disabled applicants. Candidates who have declared a disability and who meet the minimum essential criteria outlined within the job description/person specification will be guaranteed an interview.

You must provide full and complete employment references including a work email address (personal email address for employment references may not be acceptable) covering a minimum period of the last three years. Employment referees should be listed in chronological order – that is the most recent first. If you have had more than two employers in the last three years we will require additional references. Character referees should only be used in the event that you cannot provide two employer references covering the last three years.

Any gaps in employment history must be detailed within your supporting statement and will be explored carefully with you at the interview stage.

If you have an employment history of less than three years, you should provide full details of an academic referee or other person who is not a friend, is not related to you or involved in any financial arrangement with you to provide a personal reference.
If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

Your application form provides you with an opportunity to provide a supporting statement. This section is one of the most important in the application form as the information that is provided here will be evaluated and used to decide if you are invited to attend interview. This section gives you the opportunity to describe and demonstrate the particular qualifications, skills, abilities, knowledge, relevant experience and other qualities that make you a good candidate for the post.

**Part D (Equal Opportunities)**
This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only the Recruitment Service or Human Resources staff can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

**Data Protection Act 1998**
The information you provide on your application will be treated in confidence. Only those NHS Greater Glasgow and Clyde staff involved in the selection process and processing your application will see your application form. If you are the successful applicant your application form will be retained and used to create your employee record file. Your application form will be held for 12 months, from the date of your application, within the NHS Greater Glasgow and Clyde recruitment system, after which period it will be deleted from the system.
Working for NHS Greater Glasgow and Clyde

About us
NHS Greater Glasgow and Clyde is the largest health board and provider of healthcare in Scotland and one of the largest health care providers in the UK.

NHS Greater Glasgow and Clyde’s purpose is to:

“Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.”

The Board works in close partnership with other NHS organisations, local authorities and other agencies including the third sector to ensure that social work, education, housing, employment and environmental services unite effectively and efficiently with the NHS in tackling inequalities and underlying health problems in local communities.

The future shape of health and social care provision is changing following the move to establish new statutory Partnerships between NHS and Local Authorities, responsible for the planning and delivery of Health and Social care for local populations. This requires the development of very different relationships between primary care, mental health services, community and acute services.

NHS GGC serves a population of 1.2 million (over 1/5 of the population of Scotland) with services provided by 39,000 staff.

The geographical area covered includes: Glasgow City, West Dunbartonshire, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and North Glasgow (Stepps-Moodiesburn corridor).

Our services
NHS Greater Glasgow and Clyde provides a full range of Secondary and Tertiary Clinical services, Primary Care, Mental Health and Community services included in which are a number of world-class specialist services.

Find out more about NHS Greater Glasgow and Clyde at www.nhsggc.org.uk.

If you want to know more about the NHS Scotland, visit www.show.scot.nhs.uk.

If you are successful in your application to join us, you will be working within one of our Acute, Primary and Community Care Services. These services are in turn supported by a range of Corporate Service functions including Administration, eHealth, Finance, Human Resources, Public Health, Corporate Planning, Facilities and Estates.
• Click Here to find out more about our Community Services
• Click Here to find out more about our Mental Health Services
• Click here to find out more about the services in your area
Employee benefits
We offer all our staff excellent benefits including;
  - NHS Superannuation pension scheme,
  - Child Care Vouchers,
  - Bursaries to support education and training,
  - Interest free loans to purchase Zonecards for trains, buses, underground and some ferries
  - Cycle to work interest-free loans to purchase bicycles and equipment

For more information on the benefits available to NHS Greater Glasgow and Clyde staff, visit [www.healthservicediscounts.com](http://www.healthservicediscounts.com).

Further information
For further information on any aspect of the recruitment process or for further details on working within NHS Greater Glasgow and Clyde contact:

NHS Greater Glasgow and Clyde
Recruitment Services
West Glasgow Ambulatory Care Hospital
Dalnair Street
Glasgow
G3 8SJ

Tel: +44 (0)141 278 2700
Email: nhsggcrecruitment@nhs.net