

nightingale hammerson

JOB DESCRIPTION

Post Title:	Care Quality Improvement Lead
Department:	Nursing
Hours	Full time, 37.5h/week (Monday to Sunday)
Post holder reports to:	Director of Care Services
Post Holder supervises:	Care Services

Nightingale Hammerson

Nightingale Hammerson is an independent charity which has been serving the community for over 175 years.

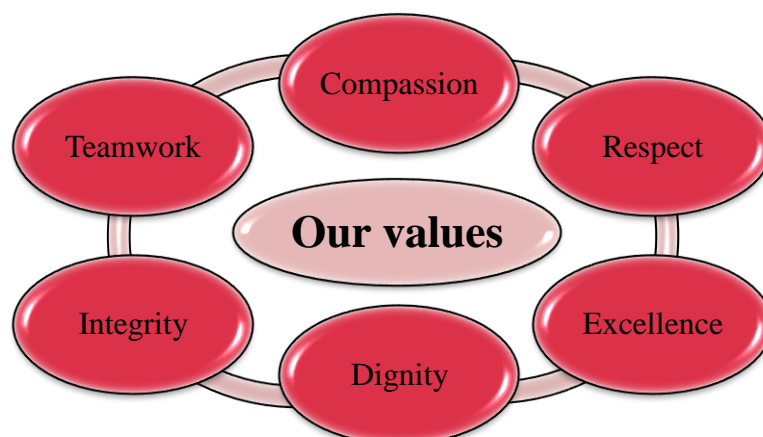
Our two homes, Nightingale House in Clapham and Hammerson House in Hampstead Garden Suburb provide residential, nursing, respite, dementia and end-of-life care under one roof. We welcome Jewish people (and their spouses) over the age of 60 from every part of the community. Between Nightingale House and Hammerson House we are able to provide life-enhancing care to more than 300 residents.

Vision, Mission and Values

Our vision is to strive to be a leading provider of quality person centred care for older Jewish people where all are treated with respect and dignity in quality accommodation.

Our mission, as a charitable organisation, is to provide holistic quality care, assistance and support to older Jewish people in a safe and simulating environment using dedicated and trained staff and volunteers.

The values guiding our daily job apply to all who work on behalf on Nightingale Hammerson, including staff members, volunteers and trustees.



Job Summary:

The Care Quality Improvement Lead will further model and develop our Relationship Centred Care (RCC) practice based within the context of individually tailored care in a homely environment, and seeks to provide the highest quality of evidenced based care with the involvement of all Multidisciplinary Team (MDT) members working to support the goals, wishes and independence of each resident.

This role is vital in providing leadership to the household Managers and other Nursing departments, supporting the vision of Nightingale Hammerson (NGH) to become a centre of excellence and a Care Home Education Centre (CHEC).

To ensure that all Fundamental standards from CQC and other Local Authority bodies are implemented and evidenced in practice.

To support the Director of Care in overall strategic, operational, clinical and management responsibilities within the 5-year operational plan for NGH.

To be a source of specialist nursing, palliative and dementia care advice to colleagues and staff across all services. To create a culture of innovation, creativity and learning in delivering therapy services across the organisation.

To lead in evidence based practice in rehabilitation, goal attainment, dementia and end of life care whilst providing/facilitating education, coaching and training to staff in NGH.

To liaise, integrate and co-ordinate internal care services with other professionals in relation to admissions, discharges between services and developing care plans to support residents with their wellbeing.

To support and facilitate research projects on the unit in partnership with selected universities and care organisations.

To support the implementation NGH's organisation's 5 year strategic goals relevant to the unit level. This will include Teaching Care Home Project, workforce management & development and succession planning.

To promote NGH values whilst contributing to the vision and mission of the organisation.

To fully participate in the implementation and development of the Quality Assurance Framework for the organisation.

Key competences and responsibilities:

1. Principle Responsibilities

- To undertake all the required duties, responsibilities and accountabilities in Regulation 6 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and ensure that the Essential Standards of Quality and Safety 2010 and Care Act 2014 are embedded, adhered to and enhanced wherever achievable in every aspect of the delivery of NGH care services.
- To work in direct partnership with the Director of Care Services to ensure that home is covered by senior clinical leads at all times. This may mean covering the Director of Care when absent.
- To take overall leadership and responsibility, for the assessment, planning and delivery of safe and effective clinical and social care for all residents and their families on the households.
- Lead and manage the team of Household Managers.
- Lead and support the knowledge and skills development related to caring for those with signs of emerging and diagnosed with dementia.
- Ensure that the NGH Care Quality Improvement Board (CQIB) framework is embedded and understood at appropriate levels and all care practises are delivered within this framework
- Champion a robust care/clinical supervision programmes and participate as appropriate as both a supervisor and supervisee.
- Ensure, in liaison with the HR team and Education & Development Lead, Household Managers, Senior Lead nurses, that a fit for purpose training & development programme is in place, managed and delivered for all care team members
- Ensure that there are appropriately skilled and supported designated NGH care leads for the following:
 - Safe medicines management
 - Safeguarding
 - Infection Control
 - Deprivation of Liberty
 - Nutrition, Hydration & Tissue Viability
 - Falls Prevention
 - Gold Standards Framework for Palliative Care
 - Research and development
- To act at all times as an ambassador for Nightingale Hammerson and its services

2. Leadership and Management

- a. Effectively lead, and be accountable for the assessment, planning and delivery of safe and effective clinical and social care for all residents and their families.
- b. Ensure your focus relates to the current 3-month period and planning for the current and rolling year.
- c. Be accountable through your team for the selection, induction and continuous performance assessment of all care team members, supporting and developing NGH performance procedures. Ensure the NMC Code of Conduct is upheld by all.

- d. Take the lead responsibility for ensuring the monitoring of planned performance management is maintained through the supervision process, and where appropriate support or lead the management of poor performance, capability and competence concerns.
- e. Take responsibility for the annual proposal of the staffing establishment and skill mix, and the operational escalation and de-escalation staffing policy. Ensure the staffing Key Performance Indicators (KPIs) are met and reported accurately and on time.
- f. Ensure that appropriate mechanisms exist for active and effective communication within and across NGH and monitored for effectiveness.
- g. Lead by example proactive liaison with all associated external agencies and stakeholders in relation to the services offered by NGH. Attend external forums as appropriate. Develop and support external forum and professional clinical meeting participation by your senior nursing team.
- h. Ensure that the Jewish culture is understood, respected and is observed by all, particularly regarding the Sabbath and other Festivals, food rules and care at the time of a resident's death.
- i. To be responsible for the compilation, review and management of trends analysis of accidents, incidents and complaints.
- j. To take the lead role in developing and applying the NGH Quality Assurance Framework, ensuring that the audit cycle is fulfilled and the whole team are encouraged, trained and supported to undertake audit programmes as appropriate. Ensure the evaluation of all audits is effectively and objectively undertaken and change of practise is implemented.
- k. Ensure through your senior team that the systematic KPI requirements are measured, reported, analysed and actioned appropriately
- l. To be accountable through your team for the maintenance of a safe and homely environment for all residents, staff and visitors, ensuring all NGH Health and safety policies and procedures are adhered to and compliance monitored.
- m. To take responsibility for delegated care service budget within NGH ensuring month by month accountability, supporting quarterly forecast and supporting annual budget planning.
- n. To take a lead role in the on-going development of the care service development: lead the scoping of new initiatives and practise development, drafting business plans as required, implementing pilot projects/monitor/audit and introduce into mainstream service delivery as agreed with Senior Leadership Team, CQIB and the Board of Trustees. Participate in the strategic planning of NGH care service.
- o. To deputise for the Director of Care Services during any planned or unplanned absence.
- p. To ensure via your team that specialist nursing assessment, advice and support is always accessible to colleagues and staff across all services 24 hours a day with regards to residents care and nursing needs.
- q. To lead on the effective implementation of electronic records into all Nightingale Hammerson households.

3. Clinical Accountabilities

- a. To ensure that your immediate senior nursing care team (household managers) maintain an appropriate balance between administrative and managerial responsibilities and clinical practise. Ensuring that opportunities are taken by the senior care team to observe, assess and mentor all elements of care practise within the team including care at night.
- b. To be accountable for the timely and clinically satisfactory management of all primary assessments for all new residents, and on-going reviews for all residents.
- c. To ensure that your senior team are maintaining their responsibility for the supervision and assessment of all resident's day to day care needs, and the quality of all care plans, ensuring they are up to date, person centred, accurate and implemented appropriately.
- d. To be accountable for the safe admission, transfer and discharge planning for residents for planned, emergency and short stay situations; ensuring that the development implementation and monitoring all documentation and procedures to support this is managed by your senior care team.
- e. To be accountable for the standards of record keeping and the management of health records in accordance with NGH policy, NMC guidelines, Relationship Centred Care (RCC) principles, and CQC requirements. Ensure the training of all care staff in relation to care record keeping is maintained.
- f. To be accountable for the safe custody and administration of all nursing medications in accordance with NGH policy and procedure, RCC principles, NMC code of conduct and CQC regulations.
- g. Ensure that the training and practise of all RNs and trained carers in the safe administration and custody of all medications is maintained and monitored regularly and within the care governance framework.
- h. To be accountable for ensuring that all care practises adhere without exception to the NGH Safeguarding Adults policy, procedures and guidelines, in line with that of the Local Adult Safeguarding Board.
- i. To be responsible for the overview of the contracts provided to nursing by the contracted medical teams. Ensure a positive and proactive operational relationship is maintained with the contracted GPs and ANPs by your senior care teams and the RN's
- j. To work directly with the Head of Activities/Therapy to ensure that effective relationships are maintained with the Therapy, Activities, Volunteers and Care Teams in order to maximise the life opportunities of all residents, and developing of all care staff in the delivery of the activities programme. This will include the development and continuity of Namaste program, Dementia Care Mapping and other stimulating engagement programs.
- k. Be accountable for the development of the multidisciplinary team in promoting effective communication for the continuous delivery of high quality person centred care.
- l. To foster through your senior team and leading by example, supportive, open and honest communication with all residents and relatives enabling them to be involved in decision making wherever possible, and adapting communication methods as required. Mentor your team to be competent at first line communication with residents and relatives.
- m. Be responsible for ensuring all requirements and regulations, training and support relating to the assessment of mental capacity of residents is adhered to.

4. Education, Training & Research

- a. To ensure the role of Senior Lead Nurses, Education & Development is supported. To ensure that planned and regular reviews with the HR Department are maintained in order to identify areas for practise development and the adherence to mandatory training is monitored and maintained.
- b. Ensure through your senior nursing team is compliant with all mandatory education is achieved and appropriate resource planning is fostered to achieve this. Act as education facilitator as appropriate.
- c. Ensure that the development of a mentorship programme at NGH is implemented to facilitate student nurse placements. This includes liaison with the universities or third parties, planning placement dates, contracts and evaluation.
- d. Lead by example and ensure the practise of giving and receiving clinical supervision, specifically for Assistant Practitioners and RN's, and regular supervision with all care staff according to NGH policy is achieved.
- e. To take responsibility for your own personal and professional development to maintain your registration with NMC and the CQC and to ensure the care service at NGH remains current, of a high quality and adheres to the principles of RCC.
- f. To proactively develop a professional and supportive network within and outside NGH, to continue to develop leadership skills and maintain your knowledge through current research and evidence relating to our field of care, and in particular to the developments in caring for people with dementia and palliative care.

5. Professional

- a. To always lead by example, behaving in a manner that is professional, positive and meets this senior position, ensuring confidentiality is paramount and professional boundaries always assessed and applied.
- b. To always act in accordance with the NMC Code of Professional Conduct with particular reference to ensuring the limitations of competence, conduct and personal accountability are fostered throughout the care service.
- c. To be accountable for ensuring the adherence to NGH policies, procedures and guidelines produced by NGH in relation to care practise and more general issues.
- d. To ensure that the Director of Care Services for NGH is kept fully informed of any areas of concern in care practise and service across NGH.
- e. To ensure at all times the confidentiality of all information, paper, electronic and verbal relating to all residents, their families and the business and employees of NGH is safeguarded.
- f. To ensure and lead by example the non-discriminatory practises and behaviour of all and to all residents, their families, employees and visitors to NGH. Discrimination relates to ages, religion, race, sexual orientation and disability.

6. Strategic

- a. To take the lead in practice and strategic development projects to ensure our services are delivered to the very best standards. Applying this to the mental health and disability service as well as ensuring good care practice which delivers to current best practice.
- b. To lead discussion and negotiations with CQC and other health and social care stakeholder organisations to ensure NGH continues to be both innovative and delivering best practice in all its services.
- c. To contribute to the development of departmental and organisational strategy and to the development, review and improvement of policies and procedures to ensure organisational needs are met.
- d. To strive to be innovative in developing ways to deliver organisational strategy and objectives. This includes the implementation of the Care Home Education Centre.
- e. To work closely with other organisations to maximise health and wellbeing outcomes for service users.

7. General

- a. Good IT knowledge and skills in order to be able to lead on the use of the electronic medical records, email and other IT equipment.
- b. Act in a professional manner and in accordance with the NMC and Nightingale Hammerson policies.
- c. Such other duties, within the competence of the post-holder, which may be required from time to time.

PERSON SPECIFICATION		
Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	Registered Nurse (RGN or RMN)	E
	Certified Post Graduate Education in Geriatrics, Palliative Care or Management in Adult Social Care	D
	Assessor Qualification	D
	NMC recognised Mentorship Qualification	D
	Attendance at Dementia Care Mapping Course	D
Experience	Experience of managing staff in a nursing and/or social care setting.	E
	Experience of acting as a CQC Registered Manager	E
	Proven experience within the last 2 years Leading a clinical team caring for older people with dementia, either in an acute or community setting.	D
	Evidence of undertaking and leading clinical audit and evaluation	D
	Evidence of budgetary planning and management	E
	Experience of project management and leadership, and embarking upon service developments from pilot to mainstream.	D
	Experience of educating and develop staff, including practice development.	D
Knowledge and Skills	Demonstrable knowledge of current legislation in relation to older people.	E
	In-depth knowledge and evidence of application of the Health & Social Care Act 2008 and the Essential Standards of Quality & Safety.	E
	Evidence of continued professional development including education relating to the field of Dementia and Palliative Care.	D
	Excellent communication skills required to effectively manage staff and other resources.	E
	Ability to teach, support and mentor nurses and carers to continue their professional development.	E
	Function at a high level, including during emergencies, giving reassurance to residents, whilst ensuring confidence and setting an example to staff.	E
	Good IT skills appropriate for healthcare and ability to work with electronic healthcare records.	E
Personal Attributes	Ability to work on a rostered shift basis, including evenings, nights, weekends and public holidays and to flexibly respond to the requirement to provide 24h care.	E
	Demonstrable evidence of high energy levels and the ability to lead, empower and motivate teams	E

Supplementary information (included in all job descriptions):

Health and Safety

It is everybody's responsibility to follow the policies and procedures regarding health and safety and take part in the core education sessions as part of the annual education plan.

Infection control

The prevention and control of infections is responsibility of all employees at Nightingale Hammerson. All staff and volunteers must be aware of infection control policies, procedures and the importance of protecting themselves, Residents and visitors and in maintaining a clean and healthy environment.

Safeguarding

Abuse and neglect can happen to anyone, anywhere and all it is the responsibility of all employees to act in accordance with Nightingale Hammerson's policies.

Confidentiality

All staff members and volunteers should be aware that Nightingale Hammerson produces confidential information relating to Residents, staff and commercial information. It is everybody's responsibility for ensuring the security of information and to comply with the Data Protections Acts, Access to Health Records Act and Computer Misuse Act. Disclosure of personal, medical, commercial information, system passwords or other confidential information to any unauthorised person will be regarded as gross misconduct and may lead to disciplinary action.

Equal Opportunities

Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all employees to understand and promote equality of opportunity in their work.

Jewish Culture and Traditions

Nightingale Hammerson is a charity supporting the Jewish community, following the main Jewish culture and traditions. All the employees, volunteers and visitors must be aware and respect the Jewish values and traditions, according to the Nightingale Hammerson policies.

Job description

This job description is intended to outline the post holder's duties and responsibilities. The list of responsibilities is not exhaustive and will be reviewed regularly as part of the supervision process. This job description will be reviewed in the light of changing circumstances, and other duties may be required after consultation with the post holder and the Senior Management Team.