

Job Title: Band 6 physiotherapist-Rapid Response

Responsible To: AHP Team Leader Rapid Response

Accountable To: Clinical Lead Admission Avoidance & Discharge Service
(AADS)

Hours of work: 37.5 Hours/week to include weekends and unsocial hours
(To 7pm)

Job Summary:

The Physiotherapist will work as a part of the multi-disciplinary Rapid Response team to meet the needs of patients referred to the team, ensuring the highest possible standards of practice. The post holder will provide assessment and treatment for patients with a wide range of complex physical, sensory, perceptual and cognitive problems within community settings. A response is made to patients referred to the service within 2 hours.

The Admission Avoidance & Discharge Service currently includes the Rapid Response Team, an Admission Avoidance Team based in the Emergency Department, In-reach nurses and a Community Rehabilitation Team that uses a “discharge to assess model”. There will be opportunities to work across the service and in future to rotate within the wider community therapy services provided within Tower Hamlets, in which nursing, therapy and support staff work in multidisciplinary teams across four localities, liaising closely with local GPs. The reporting process and responsibilities would vary pending on the rotation

The main aim of the Rapid Response Team is to reduce unplanned hospital

admissions by supporting clients in their own homes. The physiotherapists work as part of the multidisciplinary teams, providing specialist client-centred intervention, to enable clients to maximise their independence in their own homes.

Responsibilities:

- Demonstrate well developed clinical reasoning and decision making.
- Ensure clinical effectiveness by use of evidence based practice and outcome measures ensuring that all clinicians in this multi-disciplinary team practice these.
- Be responsible in identifying and reporting clinical risk, and making recommendations for clinical risk management.
- These extended roles will include basic observational skills, the knowledge and ability to monitor Blood Pressure, Pulse and Respiratory Rate, as well as Saturation levels.
- To be able to demonstrate a knowledge and understanding of blood levels such as INR, Hb, FBC.
- Demonstrate knowledge of complex acute and long-term pathologies and impairments in the assessment of clients.
- To participate in meetings at different sites within and outside the organization and provide the link to promote effective and facilitate safe discharge.
- To be able to assess level of risk involved in assessment and treatment to ensure self and patient safety.
- To work closely with the multi-disciplinary team, acknowledging areas of uni- and inter-professional expertise, ensuring optimal out-come for both patients and the service.

- To be an active multi-disciplinary team member, ensuring a co-ordinated patient-centered approach to service delivery. This will include multi-disciplinary team discussion of patient care, prognosis, goal attainment and timely discharge planning
- To develop timely and comprehensive discharge plans, considering appropriate future intervention in accordance with prognosis
- To liaise with, and provide advice and education to, medical, nursing staff, social services staff and other AHPs regarding the 24-hour management of patients on a daily basis and in all emergency duty situations
- To identify change in patient presentation and arrange for urgent or non-urgent review by other disciplines
- The description is not to be exhaustive and the duties might change from time to time depending on the service needs and will be consulted with the post holder.
- Maintain confidentiality of information consistent with legislation and Trust policies.
- Be proficient with IT systems, compile reports, analyse written and oral information/ communications data often in the context of frequent interruption.

Communication:

- To be able to communicate, establish and maintain relationships, influence and gain the co-operation of others by communicating with people in a manner that is consistent with their level of understanding, culture and background.

- To communicate effectively with patients and carers to implement agreed, consented treatment/care plan
- To deal effectively with contentious and sensitive information and maintain confidentiality in accordance with the trusts policy.
- To communicate effectively with other health professionals in developing coordinated care plan.

Personal and personal development:

- Be proactive having responsibility for managing a caseload of clients with a variety of complex conditions including acute, chronic, disabling and life limiting illnesses.
- Provide spontaneous and planned advice and instruction to relatives, carers and other professionals to promote understanding of the aims of physiotherapy and to ensure consistent approach to patient care.
- Be responsible for the comprehensive discharge planning of patients referring them on appropriately if necessary.

Service Development:

- To be aware of policies which impact their own job and comment on new and current policies, giving feedback to seniors/line managers.
- To facilitate/ undertake audit and research.
- To ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998, the Caldicott principles and the common law duty of confidentiality.
- To deputise for the Band 7 senior therapist when necessary, taking responsibility for the operational management of the team, allocating and

organising the work of junior and assistant staff to meet service priorities on a daily basis.

- To liaise with seniors/Managers and update regarding current caseload, issues (Clinical and operational) if any.

Assessment and treatment planning:

- Responsible for assessment and treatment of team caseload based on best available evidence.
- Responsible for evaluating outcomes and develop care appropriately.
- To apply advanced clinical reasoning skills, have knowledge of alternative treatments and assist in rehabilitation groups.

People management:

- To assist in development of staff, take part in induction and co-ordinate activities of more junior staff.
- Participate in the staff appraisal scheme as an appraisee and be responsible for complying with your agreed personal development programs to meet the set knowledge and competencies.

Quality:

- To provide high quality care to patients, carers and stakeholders.
- To evaluate outcomes and develop care appropriately using advanced clinical reasoning.
- To meet professional and Trust standards of care and documentation

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Equal Opportunities

ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring

that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.

Dealing With Harassment / Bullying In The Workplace

The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.

No Smoking

To refrain from smoking in any of the organisations premises not designated as a smoking area.

Alcohol

To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.

Confidentiality

As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.

To safeguard at all times, the confidentiality of information relating to patients/clients and staff.

Data Protection Act

To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.

Safeguarding children	<p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</p> <p>To carry out responsibilities in such a way as to minimise risk of harm to children or young people and promote their welfare in accordance with the Children Act 2004 and Working Together to Safeguard Children, HM Government 2006.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Clinical Governance	<p>As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:-</p> <ul style="list-style-type: none"> • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development

Person specification

Job Title: Band 6 Physiotherapist

Duration: Permanent

Location: Tower Hamlet Admission Avoidance & Discharge Service, East London NHS Foundation Trust

Essential (E) defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable (D) refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken into consideration in a job evaluation panel.

(A)= Tested by application form **(I)** = Tested by interview **OH**=Occupational Health

<u>Education, training and qualifications</u>	
➤ Diploma/Degree in Physiotherapy	E (A)
➤ Member of HCPC	E (A)
➤ Evidence of CPD maintained portfolio including attendance at recent post graduate courses relevant to this post	E (I)
<u>Previous experience</u>	
➤ Clinical experience in a broad range of specialties & the ability to work as a key person within the scope of practice in the Multi-disciplinary team	E (A/I)
➤ Knowledge of a broad range of clinical conditions particularly working with older people and multi-pathologies	E (A/I)
➤ Experience of working in a Rapid Response Service	D A
➤ Experience working in a client centred care, within a multidisciplinary team	E (A/I)
➤ Experience in conducting appraisal & supervision for junior members of staff	E (A/I)
➤ Experience in clinical audit & service development projects ➤ equipment assessment and provision	D (A/I)
➤ Experience in equipment assessment and provision	D (A/I)

<u>Skills and abilities</u>	
➤ Ability to manage own workload, flexibility and use initiative to problem solve.	E (A/I)
➤ Ability in delivering teaching & training to wide range of multidisciplinary team	E (A/I)
➤ Good interpersonal and strong communication skills	E (A/I)
➤ Ability to plan, coordinate a range of complex activities in relation to clinical and operational work.	E (A/I)
➤ Awareness of potential hazards including frequent verbal aggression and risk of physical aggression in settings such as the clients home, community venues, public transport etc.), whilst ensuring safety of self, client and members of the public.	E (A/I)
➤ Ability to assist clients who are frail or who requires assistance with activities of daily living and to apply a Rehabilitation approach in a generic Health care professional role	E (A/I)
➤ Information Technology skills e.g. word-processing/excel etc	E (A/I)
➤ Car Driver	D (A)
Personal Attributes:	
• Excellent oral and written communication skills.	E (I)
• Enthusiastic	E (I)
• Self-motivated	E (A/I)
• Flexible	E (A/I)
• Team worker	E (A/I)
<u>To have Knowledge of:</u>	
• An understanding of the current changes within the NHS	E (A/I)
• An understanding of the needs of Tower Hamlet's culturally diverse population	E (I)
• Understanding of Health and Safety issues in relation to working in a client's home	E (I)
• Knowledge of statutory and voluntary agencies that may be involved in supporting older people at home	E (A/I)
• Equal Opportunities related to staff and clients	E (A/I)

Other requirements relevant to the post	
Capacity to undertake physical skills required, facilitating a wide range of activities both on a one-to-one and group basis, including using equipment as advised and as required.	E (A/I)
Physical Effort	Frequent moderate effort for several short periods Frequently uses equipment and manoeuvres people, frequent repetitive movements and performing techniques e.g percussion/ vibrations
Emotional Effort	Frequent distressing or emotional circumstances Frequent deaths associated with end stage lung disease, and also involved in palliative care
Working Conditions	Frequent highly unpleasant conditions Obtains samples of infected sputum, also body fluids, highly unpleasant conditions