

JOB DESCRIPTION



Job title:	Palliative Care RN
Department:	Hospice at Home
Responsible to:	Hospice at Home Lead
Grade:	SMH Band 6

Job Purpose

The Hospice at Home multi-professional Team (H@H) provide a 24/7 planned and reactive service to those deemed to be in their last 2 weeks of life who require specialist palliative care advice and support.

The H@H nursing team specialise in providing palliative care symptom advice, holistic assessments and support to patients at the End of Life. The team provide clinical nursing interventions and support to enable the patient to remain at home, prevent hospital admissions and support discharge from hospital to home.

In this role, you will be responsible for assessing patients' care needs and for developing, implementing, and evaluating personalised care plans. This will be done in partnership with patients, families, and other professionals to ensure both physical and psychological needs are met.

The H@H team also support patients actively under the care of St. Michael's Services to provide a community patient visiting service which includes patients known to the SMH Living Well Services, SMH MND Service and the SMH Long-Term Neurological Conditions Service.

The H@H nursing team is supported by the wider multi-professional Hospice at Home team at St. Michael's Hospice.

Main Duties and Responsibilities

Responsibilities

- Proactively visit patients in the community setting to assess, plan, implement and evaluate patients based on an agreed plan of care, that supports quality and timely care, in line with their needs.
- Provide the nursing clinical provision of the H@H 24/7 service.
- Prioritise appropriately the service referrals and daily clinical and non-clinical workload demands.
- To support discharge from the local hospital Emergency dept, visiting in person if required jointly with the support of an SMH doctor or Nurse Consultant who will lead that review to facilitate the discharges from ED.
- Respond to requests for advice and support for patients known to the SMH Living Well Service providing a community patient visiting service extending the H@H service to patients known to St. Michael's services, including the MND Service and the Long-Term Neurological Conditions Service and patients.
- To liaise closely with St. Michael's teams, including the medical team, therapies, Living Well Service, and the In-patient Unit, to ensure continuous appropriate patient care and share information.
- Create and maintain good relationships internally with the wider palliative care team/s as well as externally with other community health and social care providers, including voluntary and charitable organisations.

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- Mentor, support and supervise the work of junior colleagues, unqualified staff, students, and volunteers.
- Actively enable education and development of professionals involved in the care of palliative service users.
- Contribute to the education and development of staff within the speciality and manage change.
- Support the SMH Living Well Service to provide a community patient visiting service extending the H@H service to patients known to the LWS, in particular the MND Service and the Long-Term Neurological Conditions Service.
- Challenge unacceptable behaviour.
- Ensure all safeguarding concerns are raised in line with SMH policy and escalated to the SMH Nominated Healthcare Professional for Safeguarding or their deputy or a member of the Safeguarding Committee.

Clinical

- To develop a high level of clinical expertise in the field of palliative and end of life care in malignant and non-malignant conditions.
- Develop the knowledge of initial assessment, history taking, physical examination and psychosocial functioning of patients in a holistic manner.
- Develop skills to review and interpret all clinical information available utilising a systematic process of complex diagnostic reasoning to make a working and differential diagnosis while under direct supervision.
- Develop and record a treatment plan consistent with the outcome of assessment and diagnosis and taking into account patient wishes and preferences.
- Evaluate the effectiveness of symptom management.
- Ensure that care programmes are implemented throughout the 24-hour period within the patient's home.
- Assess patients and advise colleagues regarding the treatment of appropriate reversible causes.
- Recognise when patients are approaching the last weeks / days of life and adjust care accordingly to meet their needs and priorities.
- Provide nursing skilled clinical interventions, treatments and procedures within the home/community setting.
- Proficient in the verification of expected death process (VOED). Notifying relatives and carers as appropriate following the procedures carried out within the community.
- To be able to support and provide care for patients and their families at the time of death taking into account any spiritual or cultural preferences.
- To care for the deceased patient by administering last offices as appropriate and ensuring the safe and timely removal of the body from the home, working within the procedures in place within the community.
- Support of clinical colleagues and team members following a patient's death or distressing situation.
- Respect the needs and dignity of our patients.
- Be able to plan, manage and prioritise own workload in a flexible manner ensuring that service provision meets the needs of patients.
- Be accountable for the custody and administration of medicines and the maintenance of records, ordering and storage of medications.
- To maintain up to date knowledge of the purpose, actions and side effects of medicines, ensure accordance with the NMC Standards for the Administration of Medicines.
- To recognise and report any errors or omissions in the administration of medications.
- Assess the needs of patients and carers requiring intervention from other professionals/therapies within the hospice service and via external organisations, referring timely and appropriately.
- To ensure that Infection Prevention and Control standards are maintained at all times.

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Communication

- Actively participate in discussion during multi-professional meetings and other clinical or patient focused meetings.
- Provide clear and concise handovers to colleagues to improve coherent and efficient care across the service.
- Work closely with Clinical Nurse Specialist teams to ensure that there is excellent communication between the teams with regard to support and care of patients in the community.
- Review, evaluate and update nursing care plans, ensuring accurate documentation and reporting in accordance with NMC guidelines and SMH policy and procedures.
- Utilise technology to access clinical information in a timely manner and to record contemporaneous clinical notes.
- To ensure that all nursing records are completed and updated at each shift change.
- Apply advanced skills when communicating difficult or sensitive information to patients, families, carers and other staff. Address patient and family concerns.
- Apply empathetic communication and approach discussions in a sensitive and dignified manner.
- Participate in advance care planning discussions.
- To liaise and develop effective relationships with external health care professionals and other agencies ensuring patient continuity across all care settings.
- Attend and actively participate in team meetings.
- Understand and maintain confidentiality, adhere to GDPR and data protection rules.
- The service works collaboratively with other health and social care providers, as well as voluntary and charitable organisations within the St. Michael's Hospice catchment area.

Management and Leadership

- Assume the H@H Clinical Coordinator role on a regular basis.
- Responsible for holding and responding to the Community Hub phone, responding to calls and referrals into the service, in the absence of the H@H coordinator RN.
- Manage time in an efficient and appropriate manner, showing the ability to triage, delegate and plan work accordingly.
- Manage allocated resources effectively.
- In the absence of the H@H Lead be responsible for the safe management of the H@H Service.
- In conjunction with the H@H Lead or in their absence the Clinical Leadership Team (CLT), ensure staffing levels are maintained at target levels, booking bank nurses and altering shifts to cover sickness as required.
- Ensure competency in the use and function of all equipment (clinical and non-clinical) – report malfunctions.
- To report any feedback, concerns or complaints from patients, their relatives, or other advocate, to the Team Lead as appropriate.
- To ensure team cohesion and morale is maintained, through ongoing supportive relationships and consideration of colleagues at all times.
- Take opportunity to empower and lead junior colleagues to enhance their knowledge and build confidence.
- Management and support of students.
- Role model SMH values and expectations of professional behaviour. Promote excellence in nursing practice.
- To adhere to the SMH lone working policy. Continually risk assess the working environment, reporting new concerns or risks to the H@H Lead.

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Education

- Show competence in supporting student nurses in Practice Assessor roles.
- Contribute and participate in professional teaching sessions both internally and externally.
- Complete competencies related to band and role.
- Maintain own clinical ability by ensuring level of knowledge is based on current evidence-based practice and research.
- To maintain up-to-date clinical experience and knowledge and be able to provide evidence of this for nursing revalidation.
- Proactively seek learning and educational opportunities.
- Through SMH annual appraisal, encourage professional growth and identify areas for personal and professional development
- To strengthen and develop clinical skills across all care settings in conjunction with line manager.
- Take keen interest in service enhancement and improvement, taking ownership for improving the services.
- To be willing to undertake advanced practice accredited courses at master's level.

Research and Audit

- To implement findings of evidence-based practice following discussion and approval of the Clinical Leadership Team.
- To participate in the collection of data for approved survey, research, QI projects and auditing within the SMH environment as appropriate to the service area.
- To have a basic awareness of current research and developments within palliative care settings.
- Use research, audit and professional curiosity to grow and develop as a professional utilising study to explore best practice and wider clinical practice initiatives.
- To have an understanding of Quality Improvement (QI) processes and be able to initiate, participate and deliver appropriate QI projects aimed at improving care.

Professional

- To understand and work within relevant legislation and SMH philosophy, mission and values.
- To be mindful of own professional behaviours, conduct and practice, when working as part of a multi-disciplinary team.
- Respect that care is being carried out in a person's home.
- To be accountable for own professional practice within the NMC Code of Conduct
- Complete NMC Revalidation 3 yearly and maintain annual NMC membership commitments.
- To ensure knowledge about patients is maintained in the strictest confidence, and is not divulged, except to professionals where it would materially exist with the programme of care or protection of the individual.
- Attend clinical supervision.
- Attend meetings as directed.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Work across St. Michael's Hospice services, as clinical and staffing needs dictate
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.

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- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.
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Reviewed by:	Karen Drake, Clinical Director	Date:	06/2025
Signed by employee:		Date:	