

The James Cochrane Practice
Advanced Clinical Practitioner (ACP) in Care Homes
Job description and person specification

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

Role Details	
Job Title:	Advanced Clinical Practitioner (ACP) in Care Homes
Hours of work:	Part-time (20 hours, job share considered if available)
Salary:	£31.00 per hour
Location:	Based at The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR / Maude Street Surgery, Kendal, LA9 4QE and aligned care homes. Ferguson Centre, Gilling gate, Kendal. Other locations in UK as required by the practice.
Clinical Lead:	Dr Paul Atkinson
Accountable to:	Practice Operations Manager
Responsible for:	Delivering and leading high quality clinical care to people living in care homes aligned to the James Cochrane Practice.
Commencement date:	July/ August 2024

Job Summary
<p>Care, compassion and commitment to looking after frail and older adults well are essential qualities we expect from the post holder.</p> <p>Continuity is key to safe, effective, and person-centred care, so establishing productive professional relationships with care home staff and management, whilst getting to know the residents over time will support the delivery of excellent care in acute, long-term, and palliative conditions.</p> <p>The role involves remote working, in care homes in the Kendal area. It may on occasion involve some out of hours or flexible working to support patient need.</p>

Practice Vision
Vision Statement - Treating people the way we'd like to be treated.

Primary responsibilities
The following are the core responsibilities of the role. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

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Clinical practice

- Assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis.
- Clinically examine and assess patient needs from a physiological and psychological perspective and plan clinical care accordingly.
- You will be responsible for diagnosing and treating patients presenting with minor illnesses, or with a new medical complaint, as well as seeing and advising patients regarding continuing medical needs. You will be able to work independently, however, clinical support will always be available.
- Assess, diagnosis, plan, implement and evaluate interventions/treatments for patients with complex and established medical needs.
- Proactively identify, diagnose, and manage treatment plans for patients whilst also considering patient's care needs in their best interests, who are nearing the end of their lives, in whom a supportive care approach is more appropriate.
- Diagnose and manage both acute and chronic conditions, integrating both drug and non-drug-based treatment methods into a management plan.
- The post holder will commit to demonstrating critical thinking in the safe clinical decision-making process.
- Prescribe and review medication for therapeutic effectiveness, appropriate to patient needs and in accordance with evidence-based practice and national and practice protocols, and within scope of practice.
- Work with patients to support compliance with and adherence to prescribed treatments. Provide information and advice on prescribed or over-the-counter medication on medication regimens, side-effects, and interactions.
- Confidently recognise the risks of harm from polypharmacy, develop skill in de-prescribing and decision making around clinical management and appropriate use of investigations.
- Identify appropriateness of chronic disease management and remain mindful at all times of the overall direction of care, to avoid inappropriate investigations and potentially harmful or ineffective prescribing.
- Consider the complexities of covert medication administration in a limited situations in context of the patient's best interests and support the process where clinically justified.
- Recognition of palliative care and management into end-of-life care to make best use of the team around you to support the individual.

Communication

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment.
- Work with the patient, carers, family and next of kin to develop advanced care plans, including resuscitation and end of life care.
- Communicate with and support patients who are receiving bad news.

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- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome diverse levels of understanding, cultural background, and preferred ways of communicating.
- Communicate and work collaboratively with the care home staff, General Practice, and community teams to meet the needs of patients, providing nurse leadership as required.
- Anticipate barriers to communication and take action to improve communication.
- Maintain excellent and effective communication within the team environment and with our community colleagues.
- Act as an advocate for patients and colleagues.
- Ensure awareness of sources of support and guidance and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate

Delivering a quality service

- Recognise and work within own competence and professional code of conduct as regulated by your professional body.
- Produce accurate, contemporaneous, and complete records of patient consultation, consistent with legislation, policies, and procedures.
- Prioritise, organise, and manage own workload in a manner that maintains and promotes quality.
- Deliver care according to best practice.
- Assess effectiveness of care delivery through self and peer review, benchmarking, and formal evaluation.
- Initiate and participate in the maintenance of quality governance systems and processes across the organisation and its activities.
- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- In partnership with other clinical teams, collaborate on improving the quality of health care responding to local and national policies and initiatives as appropriate.
- Evaluate patients' response to health care provision and the effectiveness of care.
- Support and participate in shared learning across the practice and wider organisation.
- Use a structured framework (e.g. root-cause analysis, LEA, SEA) to manage, review and identify learning from patient complaints, clinical incidents, and near-miss events.
- Assess the impact of policy implementation on care delivery.
- Understand and apply legal issues that support the identification of vulnerable and abused adults and be aware of statutory vulnerable patients' health procedures and local guidance.
- Be up to speed with local safeguarding processes and vigilant for safeguarding concerns and manage in line with established standards.

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Leadership personal and people development

- Take responsibility for own learning and performance including participating in clinical supervision and acting as a positive role model.
- Support staff development to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging any complacency or actions that are not in the interest of the public and/or users of services.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Enlist support and influence stakeholders and decision-makers to bring about new developments in the provision of services.
- Take a lead role in planning and implementing changes within the area of care and responsibility.
- Contribute to the development of local guidelines, protocols, and standards where necessary.
- Act with utmost professionalism with patients, carers, families, and colleagues.

Team working

- Understand own role and scope and identify how this may develop over time.
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.
- Where necessary, support the development of clear referral mechanisms to meet patient need.
- Prioritise own workload and ensure effective time-management strategies are utilised.
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery.
- Discuss, highlight, and work with the team to create opportunities to improve patient care.
- Manage and lead on the delivery of specifically identified services or projects as agreed with the care home team.

Management of risk

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines.

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- Apply infection-control measures within the practice according to local and national guidelines.
- Advocate for policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all.

Managing information

- Use technology and appropriate software as an aid to management in planning, implementation, and monitoring of care, presenting and communicating information.
- Review and process data using accurate clinical codes to ensure easy and accurate information retrieval for monitoring and audit processes.
- Manage information searches using the internet and local library databases.
- Understand responsibility of self and others to the practice regarding the Freedom and Information Act.

Learning and development

- Undertake mentorship for more junior staff, assessing competence against set standards.
- Disseminate learning and information gained to other team members to share good practice and inform others about current and future developments.
- Assess own learning needs and undertake learning as appropriate.
- Provide an educational role to patients, carers, families, and colleagues in an environment that facilitates learning.
- Maintain your own professional learning and mandatory training.

Duties will vary from time to time under the direction of the clinical lead and management leads, in agreement with the post holder, dependent on current and evolving practice workload and staffing levels.

All staff have an individual responsibility to comply with the organisation's policies and practices.

The person specification for this role is detailed overleaf.

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Person specification – Advanced Clinical Practitioner (ACP) in Care Homes		
Qualifications	Essential	Desirable
Registered first level nurse MSc or equivalent	✓	
Relevant nursing/health degree	✓	
Mentor/teaching qualification	✓	
Clinical supervision training	✓	
Independent prescribing qualification	✓	
Experience of working in frailty and the care of older adults	✓	
Experience	Essential	Desirable
Working autonomously in an advanced clinical practitioner role	✓	
Managing both acute care needs and long-term health problems relevant to frail and older adults. Including palliative and end of life care.	✓	
Prescribing	✓	
Audit and project work	✓	
Research	✓	
Working with community development initiatives		✓
Health needs assessment		✓
Experience of working within a primary care or General Practice		✓
Experience of case management		✓
Knowledge	Essential	Desirable
Advanced clinical practice skills	✓	
Management of patients with long term condition	✓	
Management of patients with complex needs	✓	
Clinical examination skills	✓	
Accountability of own role and other roles in a community health team	✓	
Local and national health policy Wider health economy	✓	
Clinical governance issues in primary care	✓	
Skills	Essential	Desirable
Clinical leadership	✓	
Communication skills, both written and verbal	✓	
Communication of difficult messages to patients and families	✓	
Negotiation and conflict management skills	✓	
Change management	✓	
Teaching and mentorship in a clinical setting	✓	
Resource management	✓	
Emis Web		✓

Personal qualities	Essential	Desirable
Polite and confident	✓	

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Flexible and co-operative	✓	
Motivated, forward thinker	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure/in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Pre-Employment Check clearance	✓	
Driving licence	✓	

Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Safeguarding

Safeguarding means protecting people’s health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care.

This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I create an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and

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maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager.

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Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role.

All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn.