

**Royal Hospital for Neuro-disability**

**Job Description**

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| **Job title:** | Head of Patient Safety and Quality |
| **Department:**  | Patient Safety and Quality |
| **Salary grade:** | Up to equivalent of Band 8B per annum inclusive  |
| **Responsible to:** | Director of Governance |
| **Responsible for:** | Developing, managing and reviewing the systems in place for the delivery of safe, effective and high quality patient care, which meets the Care Quality Commission and commissioners requirements. |
| **Behavioural Framework:**  | Leadership Level 2 |

**Scope**

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

The Head of Patient Safety and Quality is the manager of the Patient Safety and Quality Team, which sits within the Director of Governance’s portfolio. The key focus of the team is to support, help and facilitate clinical staff to proactively take action to improve the quality and safety of our patients’ care, as well as responding when things have gone wrong, and learning lessons for the future.

**Main Objectives of the role**

* To actively contribute to creating a culture where safety and quality are at the centre of everything we do and it is delivered on all occasions, to the highest level, in accordance with the appropriate regulations and professional standards.
* With direction from the Director of Governance, to be responsible for ensuring that the RHN has the requisite mechanisms in place to provide assurance to the Executive Team and Trustees that the statutory requirements and RHN standards of care are being met
* Provision of day to day support, advice and facilitation to all relevant members of the organisation, on matters relating to patient safety and quality
* Provision of specialist advice to senior staff on regulation and legal issues which impact on patient safety and quality
* Develop and maintain effective relationships and communication with key external stakeholders, such as the Care Quality Commission, local safeguarding teams, Coroners and Charity Commission
* Line management of the Patient Safety and Quality Team

**Key Responsibilities**

1. **Quality and Patient Experience**
* To work alongside the Lead Nurse for Quality Assurance to support the further development and implementation of an effective, organisation-wide Quality Assurance Framework, which comprises systems and processes with which to monitor, review and improve the quality of care delivered to patients and their families. This includes: trends from patients and families feedback, trends from clinical risks, serious incidents, adult safeguarding, complaints, clinical audits, regulators and commissioners requirements and responding to any areas where the quality and/or safety of patient care is sub-standard.
* To ensure that effective systems and processes are in place to record, investigate, respond to and learn from all forms of clinical incidents, complaints, audit findings and feedback from patients and families.
* To support the Director of Governance and Director of Nursing on further developing, implementing and monitoring a framework with which to ensure compliance with the relevant patient safety and quality standards as set by the CQC, commissioners and other relevant external bodies.
* Support the Patient Experience Officer and other relevant staff to actively seek, identify key trends and use patients and families feedback on the quality of care delivered to set up and deliver relevant quality improvement programmes
* Provide advice, support and facilitation to staff on measuring and improving and the quality of patient care
1. **Clinical Risk Management**
* Further develop and help oversee the implementation of an effective Clinical Risk Management Assurance Framework, which includes an up to date Clinical Risk Strategy, robust clinical risk management systems, inclusion of relevant clinical risks in a clear, high-level corporate risk register and effective tracking mechanisms to ensure that identified clinical risks are mitigated or reduced.
* Ensure that effective systems and processes are in place to record, investigate and respond to all forms of clinical incidents including: near misses, incidents, serious incidents, never events and adult safeguarding.
* Ensure that the “Datix” Risk Management System is kept up to date and regular reports are produced as required.
* Ensure that all potential Adult Safeguarding incidents are appropriately recorded, investigated, reported externally where required and used to improve practice.
* Act as the organisation’s key contact for seeking and receiving legal advice.
* Actively liaise with the relevant external bodies/individuals to ensure that all serious, externally reportable clinical incidents (including adult safeguarding) are reported where appropriate and that follow-on reports are provided in a timely manner.
1. **Supporting Staff**
* Advise, support and facilitate staff to take appropriate action when any form of clinical incident, complaint, poor audit findings or other adverse feedback occurs in their area.
* Ensure that relevant training to support the above is in place, including root cause analysis, responding to complaints and carrying out audits
* Advise and support any staff members who may be required to meet with commissioners, regulators, legal advisors, coroner etc.
1. **Information Sharing and Learning**
* Prepare and provide regular reports on all aspects of patient safety and quality to the relevant assurance committees, including Clinical Risk and Incident Committee, Patient Safety and Quality Committee and Board,
* Ensure that key issues which impact on patient safety and quality are shared organisation-wide, so that similar incidents are avoided where possible.
* Further develop and implement mechanisms to ensure that the findings and lessons learned from all forms of clinical incidents, complaints and investigations into poor practice are shared across the organisation and used to drive planned, systematic quality improvement programmes.
* Work closely with the Head of Nursing, Lead Nurses and Professional Lead for Therapists, to support and enable the Clinical Business Units to understand, review and improve Patient Safety and Quality in their own areas.
* Lead on the review, updating and authorship of new policies and procedures that are required to support Patient Safety and Quality across the organisation.
1. **Management of the Patient Safety and Quality Team**
* Act as the line manager to the Patient Safety and Quality Team. This includes: recruitment, work planning, supervision, sickness absence and performance management.
1. **Other**
* Provide high-level corporate support to the Director of Nursing on agreed projects and work streams which affect Patient Safety and Quality.
* Participate in the organisation’s senior manager on-call roster.

**Person specification: Essential and Desirable**

1. Considerable experience of developing, reviewing and managing patient safety and quality processes in a similar health care environment (**E**)
2. Excellent communication and interpersonal skills, at all stakeholder levels (**E**)
3. Educated to degree level or equivalent (**E**)
4. Clinical qualification, such as RN or therapist (**E)**
5. Passionate, enthusiastic and empathetic to patient needs and safety, quality of care and the organisation’s and other stakeholders’ goals. (**E**)
6. A good understanding of the external drivers of the sector. Commercially-aware and focussed. (**E**)
7. An ability to think and act strategically, create strategies and plans and lead teams to implement and deliver these. (**E**)
8. Excellent investigative and report writing skills (**E**)
9. Ability to maintain effective working relationships with other internal and external partners (**E**)
10. Ability to manage conflicting internal priorities effectively (**E**)
11. Personal credibility and assertiveness to influence and direct decisions concerning the quality agenda, clinical risk and patient safety (**E**)

**Leadership Behavioural Framework: Level 2**

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| **Working Collaboratively for RHN** |
| Working Collaboratively for the RHN is about working together to deliver the best possible service for patients, carers and key stakeholders. It is about demonstrating our values particularly in finding ability in disability, delivering excellence through personal responsibility, being pioneering and sharing knowledge, ensuring clarity and compassion, respect and constancy. |
| * I work with others to determine the outcomes required to meet the needs of the RHN.
* I ensure colleagues are kept up to date with progress on projects or any changes taking place.
* I am able to build relationships within and between teams.
 | * I prepare for and attend meetings to discuss ongoing projects with colleagues.
* I provide constructive feedback to my colleagues in the moment or at other appropriate times.
* I encourage colleagues to work together to achieve set goals and I ask for feedback on activities.
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| **Achieving our Potential** |
| Achieving our Potential is about giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. It is about being able to develop our skills and knowledge and being able to take the time to reflect on successes and set-backs. It is about demonstrating a commitment to continuous professional and personal development and a flexible approach to working. |
| * I proactively seek out and identify opportunities to develop new skills and knowledge to broaden my sphere of influence
* Prepared to work at levels beyond the expectations of the role
* Creates opportunities for the development of others
 | * Builds on strengths and develops strategies to cope with weaknesses in oneself and others
* Proposes innovative solutions to business problems and challenges
* Prepared to challenge activities inconsistent with the vision and strategic priorities of RHN
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| **Preparing for the Future** |
| Preparing for the Future is about being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. It is about taking the time to reflect on current activities and challenging the status quo. It will involve accepting the need for change and developing a culture of continuous learning and improvement. |
| * I will encourage and support a culture of creative engagement that will raise awareness of the challenges and opportunities facing our organisation
* Awareness of the requirement for continual development of the team
 | * Able to reflect on current and past activities and implement changes
* Look beyond existing areas of responsibility or knowledge
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| **Leading by Example** |
| Leading by Example is about acting as a role model and setting an example that motivates and inspires others. It involves providing a clear direction that recognises and utilises the strengths of our people. |
| * I am able to set a good example to others and provide opportunity and support for them to develop
* I react in positive ways to changing circumstances to ensure that work continues.
* I recognise the strengths of the people I work with and use this knowledge to the benefit of both my team and RHN as a whole.
 | * I provide support to others to enable them to carry out what is asked of them.
* I encourage others to put forward new ideas and take a fresh look at what they do.
* I anticipate and help to identify development opportunities for my colleagues.
* I recognise that people work in different ways and take this into account in my dealings with others.
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| **Committing to our Patients & Customers** |
| Committing to the patient and customer is about understanding who those people are and what their specific needs involve. It is about the provision of high quality patient care and/or customer service and the development of on-going relationships. It is about treating those people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience. |
| * I take a proactive approach to enhancing the patient and customer experience.
* I will provide support and assistance to frontline colleagues who are faced by unhappy customers
* I seek out and utilise examples of best practice in customer service
* I will search for examples of creativity and good practice within the sector and beyond.
 | * I am able to prioritise our service delivery to meet the needs of customers
* I set a high level for customer service and expect myself and others to meet those standards.
* I am aware of the importance of relationships to the provision of effective patient care/customer service
* Awareness of other areas of customer services
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The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the post holder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: