

Standard Operating Procedure

Hospital at Home Coordinator

- All band 6 Hospital at Home (H@H) practitioners require to participate in the daily H@H coordinator role.
- The Team Lead/ Deputy H@H practitioner will allocate the band 6 coordinator on a daily basis.
- The H@H coordinator will be responsible for overseeing the allocation of APR workload amongst support staff, and will be responsible for allocating the APR areas to work in.
- The Coordinator will screen/ triage/ allocate New Patient ward discharges to the appropriate Band 6/Band5/APR colleagues.
- The coordinator will screen the appropriateness of the referral to the team and contact the referrer for further clarification if deemed necessary.
- The Coordinator will be required to complete the daily (H@H) Safety brief. The coordinator will be responsible for the allocation of NP ERC referrals to band 6 practitioners. The coordinator will ascertain from each band 6/band 5/apr practitioner the number of clinical reviews/ nurse specific reviews/cpn/ therapy reviews/ apr visits. The coordinator will discuss with colleagues the number of NP ERC referrals they feel they can reasonably take as an estimate of safety capacity. The Coordinator will also ascertain the number of single shared assessments to be completed on midas/ onward referrals to CMHT/ Therapy referrals which require to be completed and daily discharges. This should be recorded on the safety brief.
- The Coordinator will be required to continuously monitor safety capacity/ team efficiency during the working day and liaise with the team lead/ consultants and administration staff accordingly.
- The Coordinator will be required to contact the team lead/ Consultant/ Lead nurse H@H/AHP consultant to discuss when they feel safety capacity has been reached and inform the administrator with the outcome. The coordinator will be required to complete Safety capacity audit form after discussion and agreement with the manager.
- The coordinator will be required to manage their designated caseload, perform home visits to assess new patients/ clinical reviews/ nurse specific reviews/cpn/therapy reviews etc. In addition to their coordination role.
- The coordinator will review emails sent by the administrator during the working day and ensure the outstanding work is delegated appropriately.
- The coordinator will review and monitor team efficiency throughout the working day. Colleagues with any issues with volume of work load/ complexity of caseload should be discussed with the coordinator in the first instance and strategies employed to resolve them.

Updated November 2017

Next update: November 2018

- The (H@H) Coordinator who is working on the weekend should coordinate on the Friday monitoring the volume of weekend workload, skills mix, and suitability of referral.