



Family Nursing & Home Care

Standard Operating Procedures

**Administration Role in the Community
Children's Nursing Team**

2 February 2022

Document Profile

Type	Standard Operating Procedures
Title	Administration Role in the Community Children's Nursing Team
Author(s)	Community Children's Nursing Team Sister
Category	Administration
Version	2
Approval Route	Organisational Governance Approval Group
Approved by	Organisational Governance Approval Group
Date approved	2 February 2022
Review date	3 years from approval
Document Status	This is a controlled document. Whilst it may be printed, the electronic version posted on the intranet is the controlled copy. Any printed copies of this document are not controlled. As a controlled document, it should not be saved onto local or network drives but should always be accessed from the intranet.

Version Control / Changes Made

Date	Version	Summary of changes made
January 2022	2	Previous version reviewed and revised where necessary, in line with current operating procedures

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Introduction

These Standard Operating Procedures (SOPs) have been developed to guide the practice of the Community Children's Nursing Team (CCNT) Administrator. This post is shared with the School Nurse Team (SNT) and the hours worked for each team are arranged by mutual agreement between the CCNT and SNT Leads to allow for flexibility between the services at times of high pressure administrative tasks.

Although reporting directly to the Head of Information Governance & Systems, the administration role is a vital and integral part of the Community Children's Nursing Team and the service provided.

This post holder is expected to support the Community Children's Nursing Team vision which is:

'To provide good quality nursing care in the home and other community settings for 0-19 year olds. We will support and enable parents and carers to confidently and competently meet the nursing needs of the child or young person.'

They are also required to have an understanding of the:

- Family Nursing & Home Care Business Plan
- Child and Family Service's Service Level Agreement with Health & Community Services:
 - commissioned care delivered by the team
 - the model of service delivery for CCNT (Appendix 1)
 - CCNT Key Performance Indicators (KPI) related to CCNT service delivery

SOP 1 EMIS Weekly Caseload Management Tasks

Purpose

The Community Children's Nurses have five caseloads on EMIS. On a **weekly basis** these need to be reviewed to ensure they are up to date and accurate.

Scope

This SOP covers the following five Community Children's Nurse caseloads:

- CCNT Caseload
- CCNT Child in Need
- CCNT Child Protection
- CCNT Package Active
- CCNT Palliative Care Active

Core Requirements

CCNT Child in Need, CCNT Child Protection and CCNT Package Active

- review the children on these caseloads and check with a registered nurse that they should remain on these caseloads
- check with the registered nurse if any need to be admitted or discharged

CCNT Palliative Care Active

- ensure all children have a warning in place on EMIS which reads "Palliative Care Pathway", this warning should be visible to other organisations and the trigger point should be "Swap patient"
- the child needs to have a Named Nurse for Palliative Care and Keyworker relating to Palliative Care listed in their 'professional contacts' in their 'patient details' (a report runs from this so it is important that this is up to date and regularly checked)
- the keyworker will either be from the Parent Partnership Team, a Social Worker or the Oncology Nurse Specialist
- the keyworker can change if being stepped up/down to a social worker

CCNT Caseload

- when completing the paper version daily activity diary, the CCNT caseload on EMIS needs to be checked
- go onto the CCNT Caseload within 'patient administration' and go through the EMIS caseload list:
 - check all the children against the paper daily activity diary to ensure all children that are on the paper list appear on the EMIS caseload list
 - if there are any children on either list that do not appear on both check with a registered nurse if they need to be added to the caseload where they do not appear or to be discharged from the caseload they appear on

Duties Relevant to all Caseloads

- EMIS duties include:
 - entering inbound referrals
 - updating patient details
 - changing demographics as required
 - ensuring all children that appear on any CCNT caseload have "hospital reference number" with their URN written as a problem code
 - scanning documents onto patient records
- once all the EMIS caseloads are reviewed and up to date and correlate to the paper caseload copies, review the 2 lever arch folders from the filing cabinet and ensure this also correlates with the caseloads, removing paperwork from any children that are not on the CCNT caseloads
- every Monday:
 - enter the 'packages rota' into the individual registered nurse and health care assistant EMIS 'appointments books' (this must include the health care assistants based in school)
 - rotas are to be entered to include the following Monday daytime shifts

SOP 2 EMIS & iPad Support

Purpose

In the event of iPad users being 'locked out' of their EMIS account, support will be required from the CCNT Administrator.

Scope

This SOP covers:

- training requirements
- unlocking of iPads
- problem solving regarding the iPads e.g. locked SIM, turning off data, device not maintaining charge

Core Requirements

- the Administrator will need to be trained as either an EMIS 'configurator' or 'super-user' and will generate and input an authentication code
- this may involve an iPad being brought into the office from a patient's home, due to the care package eg nights working out of admin hours this can only be completed by collection of the iPad

SOP 3 General Administrative Duties

Purpose

To support the efficient running of the Community Children's Nursing Team through a range of general administrative duties

Scope

This SOP covers:

- CCNT activity sheets
- team meetings
- responding to telephone calls
- managing mail and emails
- office supplies
- supporting staff with incident reporting
- records management
- photocopying, laminating and bar code labels
- preparing rotas

Core Requirements

CCNT Activity Sheets

- **Active caseload**
 - update the electronic Word spreadsheet 'CCNT activity sheets' in 'paediatric' folder weekly (Thursday or Friday for the following week)
 - in the absence of administration this will be carried out by the CCNT lead or deputy

CCNT Team Meetings

- every 12 weeks book a CCNT team meeting (date and time to be agreed by Team Lead and venue to be booked in Le Bas Centre)
- email date and time to all CCNT members and any invited guests
- place an A4 notice on the office wall with an itemised agenda sheet (leave additional blank spaces for staff to add to the agenda)
- on the working day before the meeting remove agenda sheet from the wall and type up

- prepare an agenda and Minutes from last meeting for each member of staff attending
- at the meeting, record minutes and type up within two working days
- email to team Lead or deputy to agree minutes and then circulate to each team member

Telephone Calls

- answer office phone if nurses are busy or out of the office and advise caller that their message will be passed on
- note name and return contact number
- communicate phone calls to the appropriate member of the team, team lead or deputy

Mail

- collect CCNT mail daily from pigeon hole based in cupboard outside of FNHC reception
- letters addressed to CCNT place on main desk in the office to be opened and read by team members that day
- any letters addressed to individual staff members place into their named tray

Office Supplies

- maintain a stock of office supplies for team use

Incident Reporting via ASSURE

- the post holder will require ASSURE training (to be arranged in agreement with the CCNT Team Lead or Deputy)
- enter ASSURE incidents as required onto system – staff member MUST be present and agree with what is inputted

Management of Paper Records

- retrieve paper records from archiving room when requested by team members

Photocopying, Laminating and Barcode Labels

- Carry out photocopying, laminating and the printing out of patient barcode labels as requested by team members

Emails

- On every working day check the CCNT team email
- Respond to emails relating to admin immediately and escalate other emails to the relevant practitioner within CCNT or their deputy within one working day.

Staff Work Rotas

- prepare electronic rotas within EMIS for staff working on the packages of care as requested by team lead or deputy
- print a copy of each rota and place on the office wall under A/L calendar

SOP 4 Clinical Care Support

Purpose

A range of tasks that can be undertaken by the administrator to support the Community Children's Nursing Team in the delivery of clinical care.

Scope

This SOP covers:

- checking supplies of clinical products
- ordering supplies from:
 - Robin Ward
 - Family Nursing & Home Care (FNHC) Stores
- cleaning and re-stocking clinical care boxes

Core Requirements

Clinical supplies

- Weekly check of supplies of clinical products using the clinical products checklist (available within 'paediatric' folder, 'supplies orders' folder, excel spreadsheet)
- note where there is a shortfall and place an order for the items needed

Ordering items from Robin ward

- email order to the ward clerk (check with team members for the name of the ward clerk)

Ordering items from FNHC stores

- use a FNHC Product Request form available in stores and give it to the store person
- items will either be given to you immediately or will be placed on order by the store person

Clinical Care Boxes

- on each shift clean and top-up supplies in the black and the clear clinical care boxes
- dispose of any open packets and clean the boxes using 'green Clinell wipes'
- restock each box according to the corresponding product list found inside the box, checking expiry dates
- place a strip of green 'I am clean' tape, signed and dated, onto the restocked box

Appendix 1 Structure Model for the Community Children's Nursing Team

Appendix 1

