



SENIOR LEARNING FROM DEATHS MANAGER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Senior Learning from Deaths Manager
Band	7
Directorate	Medical Directorate
Accountable to	Head of Learning from Deaths and Clinical Standards
DBS Required?	No

JOB OVERVIEW

The role of the Senior Learning from Deaths Manager is crucial in enabling the Trust to be successful in the delivery of outstanding care. The post holder will ensure that the Trust has a continuous ‘forward thinking approach’ both in implementing and leading the Trust Learning from Deaths process, and in ensuring a focus across the Trust on continuous improvements in the wider Patient Safety and Quality Improvement Agenda.

Main Duties and Responsibilities

The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.

Improving patient safety, quality and productivity is an explicit priority and needs to underpin all elements of initiatives undertaken. Transformation is key for the Trust to provide safe and high-quality care, deliver the Trust's strategic aims and objectives and promote a culture that is progressive, inclusive and values driven.

The post holder will support the Head of Learning from Deaths & Clinical Standards to drive, implement and monitor compliance with the national Learning from Deaths guidance. This incorporates leading on a comprehensive mortality review process across the organisation to maximise learning opportunities from the care delivered to patients prior to death whilst an inpatient in both the Royal Shrewsbury and Princess Royal Hospitals.

The post holder will ensure optimum liaison and working arrangements with sponsors, stakeholders, external agencies and regulators, in addition to having an expert role in ensuring compliance with the 'National Guidance on Learning from Deaths: A Framework for NHS Trusts and NHS Foundation Trusts on Identifying, Reporting, Investigating and Learning from Deaths in Care (NQB March 2017).

Responsibility for patients/clients:

- May be required to interact with bereaved families in difficult and challenging circumstances.

Responsibility for Administration:

- Will be responsible for coordinating the Trust Learning from Deaths Group and other relevant groups and committees chaired by the Learning from Deaths team, ensuring all associated documentation is provided in a professional and timely manner.
- Will be responsible for assisting in the production and presentation of the Trust Learning from Deaths Board of Directors Report and other ad hoc assurance reports, for presentation within various Trust forums
- Will have oversight of and support the collation of relevant Trust-wide Learning from Deaths data, which requires a meticulous attention to detail to ensure all internal and external reporting is consistent and accurate and can withstand external scrutiny

Strategic and Service Responsibilities:

- Will contribute to the strategic development of the Trust, whilst offering a high level of professional and operational support across the organisation.
- Will support the Head of Learning from Deaths & Clinical Standards to lead the Trust Learning from Deaths agenda establishing sound quality objectives for the Trust Learning from Deaths Group, Quality Operational Group and relevant subgroups by planning and organising a broad range of highly complex activities.
- Will drive the development and delivery of systems, processes, and relationships to ensure that the programmes support high quality, safe and effective services. Ensure that all work programmes are evidence based, are evaluated, impact measured and communicated.
- The post holder will need to demonstrate highly developed communication skills, including persuasive, influencing, negotiating, empathetic and reassuring.
- Will deliver highly complex, sensitive, and often contentious information to internal and external stakeholders. This involves analysing highly complex data, interpreting and supporting the presentation of a

series of options to the Trust Management teams / External Stakeholders and Regulators. The post holder will need to demonstrate a high level of analytical and judgmental abilities to assess the output of internal and external assessments and accreditation programmes developing realistic and deliverable objectives to drive further improvements.

- Will deputise for the Head of Learning from Deaths & Clinical Standards as required

Areas of Specialism:

- Will support the Head of Learning from Deaths & Clinical Standards to act as a subject matter expert for Learning from Deaths across the Trust, ensuring specialist knowledge base is up-to-date, comprehensive and reflects the national agenda.

- Will regularly update and maintain specialist knowledge and expertise of self and team around changing requirements for the Learning from Deaths agenda, and support the Head of Learning from Deaths & Clinical Standards to identify and communicate any implications for the Trust

- Will support the Head of Learning from Deaths & Clinical Standards to act as a Trust expert on Learning from Deaths compliance and support the development of recommendations to the Trust Senior Management Team, specifically the Medical Director

Responsibility for team leadership / resources:

- Will be accountable for conducting internal assessments of services and care delivered to patients in line with internal and external audits and regional and national standards.

- Effectively manage the performance of individual team members, undertaking performance and development reviews and supporting and guiding their ongoing personal and professional development.

- To effectively manage sickness absence of staff within the small team, by managing absence levels and addressing the causes of absence, whilst acknowledging a commitment to supporting staff as far as is reasonable.

- Allocate responsibilities within the team and monitor their achievement.

- Ensure compliance within the team with all Trust policies, including health and safety.

- Working closely with and supporting the four clinical leads for Learning from Deaths, Medical Examiner Service, Deteriorating Patients/Sepsis, Clinical Standards.

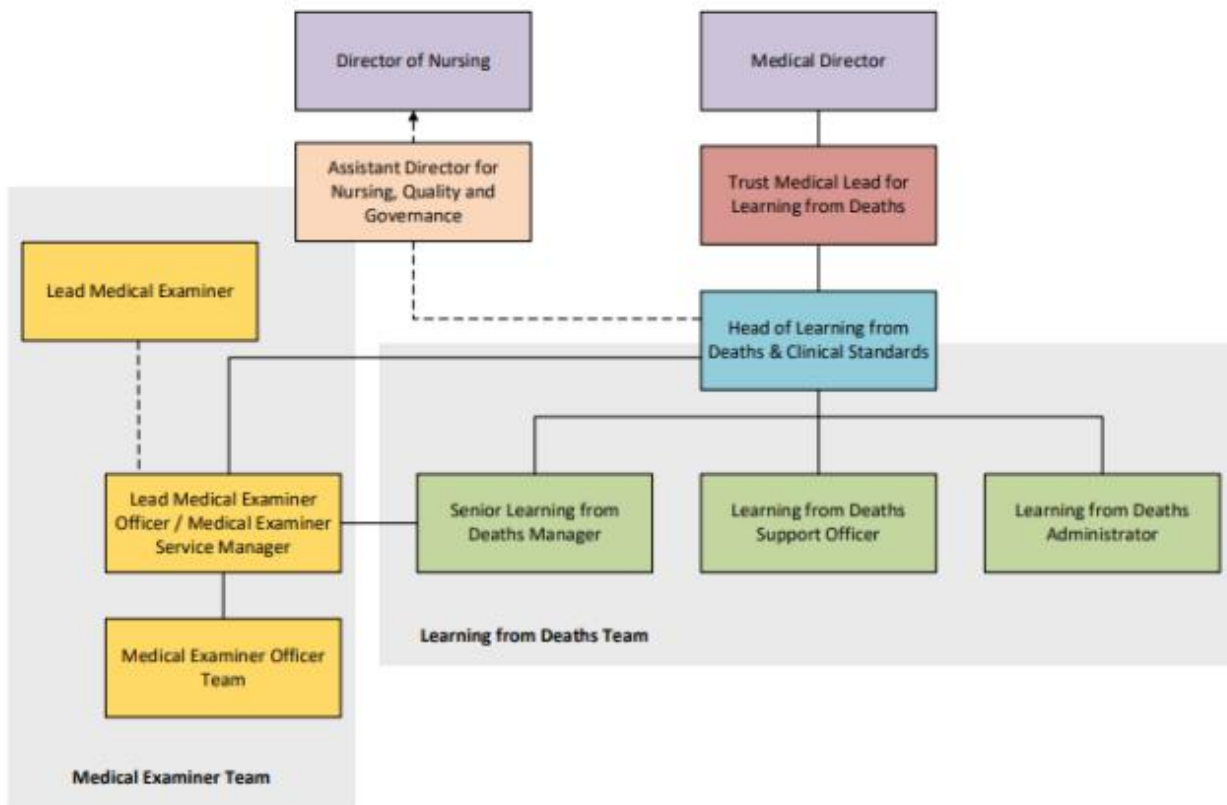
Organisational Skills:

- Will demonstrate an ability to work under significant pressure with regards to meeting internal and external challenging deadlines, to meet the dynamic nature of the role.

Communication and Working Relationships:

- Will role model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes, and embedding this approach across the Trust.

Organisational Chart





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • BSc degree qualification or equivalent experience in a healthcare related discipline 	<ul style="list-style-type: none"> • Management qualification • Clinical registration for example, NMC or AHP

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Knowledge of key performance indicators and compliance against quality, governance and risk agendas • Knowledge of Quality Governance and Risk Management systems and processes • Knowledge of the NHS and the improvement agenda, particularly in relation to service delivery • Knowledge of the National Quality Board Learning from Deaths Guidance • Knowledge of the Patient Safety Incident Response Framework (PSIRF) 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience in an operational managerial role within an NHS Trust or other complex healthcare environment • Relevant experience working in a governance related role within the NHS or other complex healthcare environment. • Proven performance management of services and delivery of targets within agreed timescales • Experience of working collaboratively with a variety of internal and external stakeholders including those at a senior level • Experience of successfully leading and managing a diverse team • Able to contribute to Trust's cost reduction strategy to reconcile affordability, safety and quality • Well-developed and credible leadership and motivational skills • Patient focused style and thinking • Excellent planning and organisational skills • Political awareness • Proven ability to analyse complex data to inform decision making • Excellent interpersonal skills with the ability to influence, persuade, and negotiate at all levels • Enthusiastic and self-motivated • Ability to work independently as well as part of a team • Capacity to build and maintain constructive relationships at all levels • Ability to prioritise own and others workload and demonstrate a flexible approach to changing and often competing priorities. 	

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Demonstrate excellent written skills to produce formal, informal and technical documents within agreed and sometimes tight timescales • Demonstrates Trust values of Partnering, Ambitious, Caring and Trusted 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an

employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and

- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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TF1 6TF

[Getting to The Princess Royal Hospital](#)