



COMPASSION



RESPECT



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PARTNERSHIP

## JOB DESCRIPTION

<b>Job title</b>	<b>Dementia Behavioural Specialist - within Enhanced Care Home Team (ECHT)</b>
<b>Division</b>	Jameson
<b>Team/Service</b>	ECHT
<b>Pay Band</b>	Band 7
<b>Hours</b>	37.5
<b>Terms and conditions</b>	In accordance with Agenda for Change
<b>Location</b>	Fairfield House, Fairfield Crescent, Kingsbury, NW9 0PS and Primary Care Centre   Vale Farm   Watford Road Middlesex   HA0 3HG (Enhance Care Home Support Team) and other neighbouring authorities.  In order to meet the needs of the vulnerable adult you are supporting, you may be required, from time to time, to work outside your usual place of work.
<b>Reports to</b>	Operational Manager – Brent OPHA
<b>Key Relationships</b>	Residential care/nursing homes; Service and Team Managers within CNWL; CLCH services such as Community nursing and therapy. Home Care Providers; Hospital Discharge Team; Families/ Informal Carers; Non-statutory organisations within Brent; Hospital Trusts; GPs

### **Job Summary**

The post holder will play a crucial part in supporting patients with dementia as they transition from hospitals to care homes or back to their own homes. The primary focus will be to provide personalised support to patients, ensuring a smooth and safe integration into a care home or their home settings and assisting patients' ability to thrive in their new environment. In addition, the post holder will need to work in partnership with the relevant hospital trusts and care providers to support a smooth and safe discharge.

This role is an integrated role whereby it is hosted by CNWL Brent OPHA Community Mental Health Team but works within the CLCH Enhanced Care Home team for Brent, leading the delivery of assessment and intervention plans for people who have dementia and behaviour issues that present high risk to individuals and others within their environment.

The post holder will:

- Undertake assessments and interventions for clients with behaviours that challenge and are referred to either a care home or community settings, using appropriate evidence-based practice.
  
- To include:
  - Background assessment
  - Assessment of triggers
  - Assessment of behaviours that challenge
  - Formulation with staff and carers
  - Interventions – delivering, modelling approaches and training others
- Provide effective leadership and management of cases
- Promote and monitor safe and effective practice
- Enhance the patient/client experience, ensuring effective engagement
- Contribute to the delivery of the organisation's objectives
- To work as part of a multidisciplinary team approach and contribute to the initial and ongoing assessments of clients referred to Brent Enhanced Care Home Team
- Ensure national standards and local guidelines, policies and care pathways are effectively delivered
- To develop and implement the use of digital technology to enhance the monitoring, support and care provided to care home patients and carers

To support reducing inappropriate hospital admissions as part of an MDT providing input into care homes with an identified need.

**Values** Central and North West London NHS Trust expects all staff to act in a way which shows you understand our core values and are willing to put them into practice with service users, their friends, family and carers and also other staff members.

**COMPASSION:** contribution to a caring and kind environment and recognition that what you do and say can help to improve the lives of others.

**RESPECT:** acknowledge, respect and value diversity of each individual, recognition of uniqueness.



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**EMPOWERMENT:** continually try to provide information, resources and support to help others make their own decisions and meet their own needs. The Trust endeavors to support all staff to enable them to develop and grow.

**PARTNERSHIP:** work closely with others and behave in a way that shows that you recognise that commissioners and users of our services are the people who generate and fund our work.

## **MAIN RESPONSIBILITIES**

The post holder will focus and lead on the following key areas within the organisation's governance framework:

### **1.1 Patient Assessment and Care Planning:**

- Conduct comprehensive assessments of patients with dementia prior to discharge.
- Collaborate with care homes to develop individualised care plans based on each patient's unique needs and preferences.

### **1.2 Transition Coordination:**

- Facilitate care and support into care homes or patients' own homes/community settings.
- Liaise with hospital discharge planners, Trusted Assessors, social workers, and community resources to ensure continuity of care.

### **1.3 One-to-One Support:**

- Provide dedicated support to patients during the transition period for up to 6 weeks.
- Address and alleviate any anxieties or concern the patient may have, fostering a sense of security and well-being.

### **1.4 Education and Training:**

- Train care home/family carer and community care providers staff on dementia care best practices and strategies for managing challenging behaviours.
- Offer ongoing education and support to care home managers to enhance their understanding of dementia care.

### **1.5 Communication:**

- Maintain open and transparent communication with care home managers, keeping them informed about patients' progress and any specific needs.
- Collaborate with multidisciplinary teams, including the CLCH Enhanced Care Home Team

### **1.6 Monitoring and Evaluation**

- Regularly assess and monitor the patient's response to the new environment.
- Implement adjustments to care plans as needed, ensuring the patient's comfort and well-being.
- Provide effective leadership and management

- Ensure safe handover to care home staff or carers

### **1.7 Role model**

- Act as a visual leader for dementia within the Enhanced care home team
- Provide leadership that enables professional decision-making and effective teamwork
- Empower and enable staff to contribute to the delivery of high-quality person-centred care
- Support clinical expertise of staff within the service by role modelling evidence-based person-centred care

### **1.8 Develop Team Performance**

- Promote, develop and facilitate a learning culture within the service
- Promote equality of opportunity for all, in accordance with Trust Equality Opportunity Policy
- Lead and participate in annual staff appraisal/development review, ensuring effective implementation of the Knowledge and Skills Framework (DH, 2004)
- Lead and participate in learning needs analysis and facilitate annual personal development plans for the clinical and administrative team
- Lead and participate in orientation and induction programmes for staff and students within the service
- Promote a person-centred culture to facilitate good staff relationships and morale among staff
- Contribute to the education process for staff
- Manage poor performance and practice of staff in line with Trust policies
- Ensure supervision and mentorship are embedded for pre and post-registration students, registered nurses and allied health professional staff as appropriate
- Ensure effective governance systems and processes are established within the team.

### **1.9 Manage the Service Environment**

- Ensure appropriate delegation to staff within the team, monitoring of outcomes for effective care/service delivery
- Challenge appropriately and confidently where standards of care fall below what the service would expect and set standards for improvement.
- Manage the budget within the department to ensure services are managed in accordance with yearly financial instructions

### **1.10 Effective Use of Resources**

- Deliver a safe and effective service within allocated resources, ensuring the resources are used to maximum effect
- With support from the Operational manager, monitor budgetary performance, develop and implement action plans, organise the necessary resources and monitor outcomes
- Adhere to the Trust financial controls and fraud awareness principles (e.g. verification of authenticity/accuracy of the staff-in-post records)
- Adhere to the Trust systems for effectively managing stock and safeguarding fixed assets
- Promote the principles of good governance and protect the department from financial risk, particularly in respect of patient/client monies and property and charitable funds
- Display managerial and organisational skills to ensure that products required for patient/client/treatment are available in a timely fashion and demonstrate value for money
- Show a commitment to manage resources and achieve statutory financial targets effectively
- Contribute to workforce planning

## **2. Ensure safe and effective practice**

### **2.1 Professional, ethical and legal**

- Adhere to organisational and professional guidelines for example, NMC/HCPC guidelines, for practice requirements and standards, for example – safe
- handling, administration, storage and custody of medicinal products where applicable
- To assess and provide intervention for clients referred for mental health concerns and behaviours that challenge
- Adhere to Trust guidelines, policies and procedures and contribute where appropriate
- Ensure that organisational goals are reflected in own and the team's objectives and in the department
- Maintain own professional and personal development in accordance with the appropriate professional Code (current), standards and professional guidelines
- Establish and maintain relationships based on mutual respect and communicating on a regular basis with the patient/client, relatives and carers in the provision of care and services
- Ensure appropriate systems are developed and operational to facilitate the collection and dissemination of information within the Duty and Intensive support team.
- Adhere to the Data Protection Act (1998)
- Maintain effective records management, ensuring all documentation, written or electronic, is managed as per Trust and professional guidelines
- Adhere to the Code of Conduct for Managers as per Human Resource policies and procedures.
- Ensure knowledge of risk management arrangements within the department and that staff have the knowledge and skills to work within these requirements.
- Ensure that Safeguarding procedures are in place and that staff have the knowledge and skills to meet these requirements.

### **2.2 Evidence-based practice**

- Promote a culture of research and evidence-based practice within the department to enhance person-centred care and ensure care is provided to agreed standards within the unit/department
- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence
- Participate in developing, implementing and monitoring policies, procedures and protocols
- Create an environment which supports a culture of life-long learning and reflective practice for all staff
- Ensure systems and processes are in place to support effective mentoring and development of relevant staff
- Lead on audit within the department and the Directorate where indicated and ensure outcomes of audit are addressed

### **2.3 Environment**

- Maintain a safe and clean environment for staff, patients/clients and visitors by ensuring compliance with legislation, policies and protocols including health and safety, healthcare-associated infection, risk management and critical incident reporting
- Ensure that all service users are protected from acquiring an infection by assessing infection risks and taking appropriate action.
- Ensure that staff within the unit undertakes the relevant training to ensure essential skills and include this within the appraisal process.
- Ensure staff awareness of environmental issues and take appropriate action as per trust policy
- Participate in the analysis, assessment and management of actual and potential risks to health and well-being

- Ensure safe and effective use of equipment as per the trust policy
- Ensure near misses, incidents and faulty devices are recorded, reported, investigated and learning disseminated as per trust policy
- Support team manager with Risk Register incorporating generic clinical and non-clinical risks in the unit/department as per trust policy

## **2.4 Multi-professional working**

- Establish systems and processes to ensure effective communication and continuity of patient/client care, liaising with multi-disciplinary/multi-agency teams and community services inclusive of housekeeping

## **3. Enhance the patient/client experience**

### **3.1 Person-centred care**

- Develop and maintain a culture of person-centred care and recovery within the unit/department
- Promote a caring environment where equality and diversity issues are respected, and patients/clients and their carers are enabled to be partners in their care
- Develop strategies for communication between staff, patients/clients, relatives and their carers, showing awareness of barriers to understanding
- Facilitate communication between all members of the multi-disciplinary/multi-agency team and across care settings

### **3.2 Co-ordination of the patient/client journey**

- Ensure the safety and quality of the patient's/client's journey by effective planning and coordination of the episode of care, including the smooth transition to other settings
- Ensure effective triage and referral planning with relevant multi-disciplinary and multi/agency teams as required
- Ensure client consent to assess for diagnosis is asked and where a diagnosis is given and discussed with the consultant in a reasonable time frame

### **3.3 Patient/Client Involvement**

- Identify opportunities for meaningful involvement of patients/clients and carers in relation to the planning of the service.
- Ensure effective systems are in place to gain patient/client and carers' feedback on their experience of care
- Ensure compliments and complaints are managed in line with the Trust policy, including the dissemination of shared learning

### **3.4 Recovery**

- Ensure that the philosophy of recovery is embedded into the service culture, systems and processes and that practice reflects this

## **4. Contribute to the Delivery of the Organisation's Objectives**

### **4.1 Continuous quality and improvement**

- Promote a culture of continuous quality improvement through the use of audit, patient/client feedback and reflection on practice by self and other members of the team

### **4.2 Service improvement, development and modernisation**

- Work in partnership with a range of clinicians and managers in the planning or development of own service promoting the involvement of patients/clients and carers
- Review processes/practices including those within the unit to support patients/clients to improve their own health, well-being and recovery and to enhance patient/client care, service delivery and deliver required efficiencies
- Work with other departments to ensure an efficient care pathway and better ways of working within the department to enhance patient/client care, service delivery and deliver required efficiencies

### **4.3 Staff Management: mental health care team posts**

- Ensure professionals, post holder is responsible for, working in the department are professionally qualified and registered by the NMC, the HCPC or other professional registrations
- Ensure clinical and non-clinical staff working in the department achieve compliance with statutory and mandatory training requirements
- Ensure processes are in place to manage sickness/absenteeism and take appropriate action in line with trust policies
- Promote the health and well-being of staff and observe for any signs of ill health or stress factors in staff assigned to the area and take appropriate action in line with trust policies and professional guidelines
- Manage duty rotas/annual leave and study leave to ensure adequate staff cover and appropriate skill mix
- Participate in the recruitment and selection of staff

#### **General Responsibilities**

The main focus of the role is to respond to and satisfy the above requirements and needs. If in addition to this it is considered appropriate, other projects may be undertaken by the post-holder consistent with the Band of the post.

#### **Job Description Review**

This is not an exhaustive list of duties and responsibilities and in discussion with the manager the post holder may be required to undertake other duties which fall within the Banding of the post. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the postholder.

The post holder should be comfortable in the use of computer technology, have basic keyboard skills and have the ability to use email.

All employees are expected to observe the following: -

#### **Equal Opportunities and Dignity at work – Statement of Intent**

The Trust is a major employer and provider of services. We are committed to building a workforce which reflects the diversity of and meets the needs of the local community.

We oppose all forms of discrimination on legal and moral grounds, and recognise that discrimination creates barriers to achieving equality for everyone.

The Trust is committed to making equality of opportunity and fair treatment a reality whereby an individual can seek, obtain and continue employment without unfair discrimination.

As an equal opportunities employer, we will ensure that all job applicants and employees receive fair and equal treatment and will not be disadvantaged by unjustified conditions or requirements.

The Trust's Equal Opportunities and Dignity at Work Policy underpins the Trust's commitment to achieve equality and fairness at work and to ensure that individuals or groups are not unfairly discriminated against.

## **Safeguarding Children and Adults**

The Trust is committed to safeguarding and promoting the welfare of children, young people (anyone under the age of 18) and adults. It expects all staff, volunteers and contracted staff to share this commitment and act in such a way that safeguards and promotes the health and well-being of children, young people and adults.

Staff must ensure that they are familiar with the signs and symptoms of abuse and know what to do if any such concerns are raised.

Staff are expected to know about and follow the Trust's safeguarding children and safeguarding adult policies which can be found on the Trust intranet, and participate in related mandatory/statutory training.

## **Risk Management**

Staff should be aware of the principles of risk management and adopt appropriate practice to reduce the risk to themselves and others. In particular, staff should observe the Trust's Risk Management Strategy, Risk, Incident & Serious Incident reporting and management policies, Health & Safety regulations and the risk management training requirements for all staff.

## **Infection Prevention & Control**

Staff are expected to comply with the Trust's Infection Prevention & Control policies and conduct themselves in such a manner as to minimise the risk of causing healthcare associated infections

## **SUPPLEMENTARY INFORMATION**

### **Job Flexibility**

The postholder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

### **Working Relationships**

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

### **Health and Safety**

Central and North West London NHS Foundation Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, clients and visitors.

### **Improving Working Lives**

Central and North West London NHS Foundation Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving

Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

### **Staff Involvement**

Central and North West London NHS Foundation Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

### **Smoking**

Central and North West London NHS Foundation Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, clients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non-Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

### **Alcohol**

Employees are expected to be aware of and understand that Central and North West London NHS Foundation Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

### **Confidentiality**

Employees should be aware that the Trust produces confidential information relating to clients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

### **Equal Opportunities**

All employees of Central and North West London NHS Foundation Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

### **Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures**

Central and North West London NHS Foundation Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

## **Personal Development**

The postholder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

## **Conflict of Interest**

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

## **Working Time Regulations**

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24-hour rest period is taken in every 7 days.

## **Conditions of Employment**

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children.

This will also apply if role develops to include access to children.

## **Terms and Conditions**

The terms and conditions of service associated with this position are those agreed by the Trust



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