



NHS

West London
NHS Trust

Candidate information pack



Promoting hope & wellbeing **together**

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Welcome

Dear Candidate

Thank you for your interest in the Senior Police Custody Liaison and Diversion Practitioner for Low Secure and Community, West London Forensic services. This pack provides you with all the information you may need to apply for this vacancy.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through our Integrated Care Services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with Integrated Care Partnerships and at the wider system level, as a strong voice for integrated services and the most vulnerable in society.

I am looking for a candidate with the drive, enthusiasm and vision to lead the expansion and transformation of both mental health and community services in collaboration with our staff and our partners.

Thank you for your interest this role and I wish you every success with your application.

Yours sincerely

Carol Nolan

Service Manager Lead for designated area

About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as 'Good' overall by the Care Quality Commission, and the rating for our Forensic services has improved from 'Requires improvement' to 'Outstanding'. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m. In parallel, we have also improved efficiencies by reducing length of stays and improving patient flow, with almost no out of area placements in recent years.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

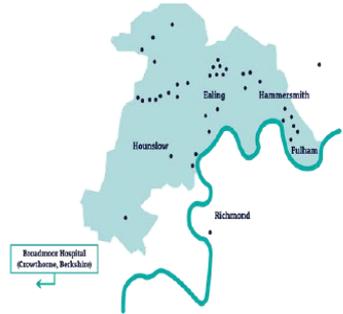
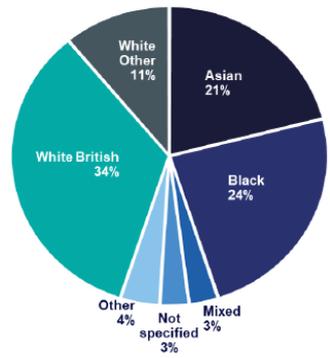
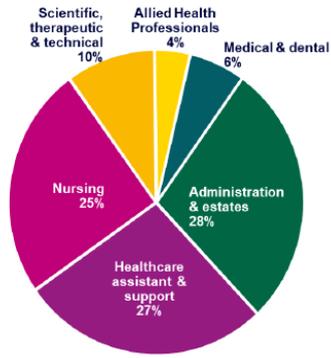
The Trust leads the North West London CAMHS provider collaborative. This involves managing the delegated specialist-commissioning budget with a commitment to a recurrent investment of £1.8m a year for community services. This includes a reduction in hospital admissions, improved provision of care closer to home through reduced out of area placements and reduced length of stay for children and young people. Our forensic services are part of the North London Forensic Consortium. Patient care is founded on recovery and co-production principles.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service. The Keeping Well service, received over 900 referrals in its first 9 months, 54% of which are from BAME staff, which broadly matches the workforce profile across North West London ICS.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) in July 2019 exemplifies our ambition. ECP is led by West London NHS Trust and brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents. The partnership extends to a GP practice supporting care homes in Ealing.

The staff survey for 2021 is measured against the NHS People Promise and is made up of seven themes in addition to staff engagement and morale. We are proud to have scored either joint highest or highest in 8 out of the 9 themes in our comparator group of North West London ICS. We continued to score above average for Health and Safety, Continuous Learning, Staff Engagement and Morale but recognise that there are still areas we need to improve on which form the basis of our Workforce Strategy 'Aspiring to Excellence'.

More details about the Trust's services and workforce are shown in the diagram below



188,167 patients using or referred to our services

182,226 patients seen in the community

6,247 older people using or referred to our dementia services

8,141 children & young people using or referred to our services

2,965 inpatients

Registered disabled 4.3%

LGBTQ+ 2.8%

Male 35%

Female 65%

142,107 in Ealing

21,153 in Hammersmith & Fulham

22,174 in Hounslow

Across 40+ sites

How we are organised

The post holder will be part of an established liaison and diversion service, working in partnership with the health sector, social services and the criminal justice system focusing on the Crown Court. This includes L&D at two busy police custody suites, Westminster Magistrates Court and Youth Justice workers in the boroughs of Hounslow, Ealing and Hammersmith and Fulham. The Service sits within the Low secure and community service line of West London Forensic Service and the post holder will be responsible to the Service Manager and accountable to the Service Director of Low Secure and Community services

Our Trust Values

Togetherness: Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

Responsibility: Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

Excellence: Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

Caring: Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

Job Description

Post title	Senior Police L&D Practitioner
Grade	Band 7
Responsible to	Service Manager

Key Relationships

Internal: Commissioners, Court Liaison Services, Local Mental Health teams, Other NHS Trusts, Clinical Leads,

External: Probation, service users and Carers, GP, MPS, CPS, Defence, Prison healthcare, Local Authorities

Job Summary

The post holder will work under the remit of the Forensic Community Service providing a proactive assessment, liaison and diversion service in two Police Custody Suites within the West London area, Hammersmith and Acton. This is an all age service, a coordinated and integrated approach by secondary care mental health services to identify and engage this group in police custody and to provide earlier intervention within the mentally disordered offender pathway.

The post holder will join an established team which already comprises of five Band 7 Police Liaison Practitioners. The post holder will work in partnership with health, social services and the criminal justice system, to ensure that individuals presenting with mental health problems in police custody have their needs addressed and are diverted into appropriate health and social care services as necessary.

Unsocial hours and weekend working is required to support this service in meeting the standard National Liaison & Diversion operating structure which is for 7 days/365 days per year. We currently in police custody work 8-8 Monday to Friday and 8 hour shifts at the weekend. We accept compressed hours, under the Trust Flexible working agreement.

Please note that offers of employment will be subject to being successfully cleared by the Metropolitan Police's own vetting procedure which is mandatory for any health care professionals working in police stations

Main Duties and Responsibilities

1. Clinical

- 1.1 To act as an autonomous practitioner in police custody and work as an integral member of the Criminal Justice Police Liaison & Diversion Service. The post holder will also be expected to assess an individual's mental state and risk within the context of the alleged offence and the criminal justice system in order to plan and implement a care pathway for each individual.
- 1.2 To receive referrals from custody suites and to proactively screen, in a timely manner in order to assess detained people deemed to be mentally vulnerable or to be suffering from a mental illness.
- 1.3 To acquire and gather the necessary background information from other agencies to ascertain if the detained person is known to mental health services.
- 1.4 To prepare written accurate reports following assessments, using the appropriate documentation and in line with agreed quality standards.
- 1.5 To facilitate appropriate diversion to mental health services as necessary
- 1.6 To facilitate appropriate referral on to other agencies or carry out interventions in liaison with those agencies.
- 1.7 To assist the police in making a decision regarding the need for an Appropriate Adult at interview. It is expected that the police use their own local arrangements to find Appropriate Adults and Police Liaison Practitioners would not normally be expected to act in this role.
- 1.8 To have a working knowledge of the Police and Criminal Evidence Act (PACE) 1984 and the PACE Codes of Practice 2004 to ensure that all necessary interventions are carried out when acting as Appropriate Adult or CPN to ensure that the rights and interests of the mentally vulnerable are safeguarded
- 1.10 To participate in multi-disciplinary team/business meetings or as delegated by the service manager.
- 1.11 To maintain a frequent attendance and participation at appropriate clinical forums
- 1.12 To ensure that the Police Liaison service provided is sensitive to the needs of individuals, paying particular attention to their ethnic and cultural backgrounds

- 1.13 To seek out appropriate opportunities to contribute to the delivery of health education and promotion in the community.
- 1.14 To actively participate in individual line managerial supervision with the service manager.
- 1.15 To ensure that the appropriate staff are fully briefed of any referral that give rise to clinical or other concerns.
- 1.16 To ensure that practice is in accordance with the appropriate Code of Professional Conduct and mental health legislation, which incorporates and respects differences in respect of gender, sexuality, ethnicity, religion, culture and disability.

2. Administration

- 2.1 To ensure that copies of assessments and letters of referral are posted or emailed to relevant agencies.
- 2.2 To record details of every assessment on Trust/local authority documentation.
- 2.3 To enter information relating to work undertaken on the Trust patient information system and to provide data relating to statutory work undertaken via the monitoring form for the Social Services Strategy & Planning Department.
- 2.4 To ensure that information of a confidential nature is not divulged to any unauthorised person and is stored in line with the provisions of the Data Protection Act.
- 2.5 To assist the Lead and Data Administrator with the collection of monthly and quarterly audit data as per Trust and Commissioning requirements

3. Communication

- 3.1 To promote effective liaison with the Metropolitan Police by providing a proactive and professional service, building a collaborative working partnership to achieve the appropriate disposal of detained persons and diversion of mentally disordered offenders.
- 3.2 To represent the Police Liaison Practitioner team at the locality Police Liaison meetings, actively contributing to the local protocols and policy development.
- 3.3 To share working practices with CMHT colleagues to facilitate the provision of a uniform police liaison service across shifts.

4. Education and Training

- 4.1 To identify in line managerial supervision professional developmental goals and participate in annual appraisal.
- 4.2 To act as a specialist resource for the CMHT and Out of Hours Service through the provision of advice and support around police liaison work.
- 4.3 To provide a leading and active role in the ongoing training and updating of mental health professionals within the team and Trust in relation to his/her sphere of specialist knowledge.
- 4.4 To provide education and training to the Metropolitan Police and other agencies to promote their increased awareness of signs and symptoms of mental illness and to inform them of how to refer on to mental health services.
- 4.5 To attend training programmes, study days and workshops relevant to the role of Police Liaison Practitioner and to the work of the team as part of continuous personal and professional development.
- 4.6 To participate in the teaching and induction of students, junior staff and new team members.

5. Policy and/or Service Development

- 5.1 To assist the Service manager in providing regular reports on the progress of the Police Liaison service. To use his/her specialist clinical expertise and knowledge to contribute to the operational and strategic plans for the service and assist its development.

6. Management of Resources

- 6.1 To ensure that practice is in accordance with Trust, Local Authority and local policies and procedures.
- 6.2 To participate in identifying the needs of Police Liaison service users and contribute to the ongoing development of appropriate services/resources in response to these.

7. Research and Development

- 7.1 To take an interest in research in the fields of mental health and forensic psychiatry, fostering and using research finding where appropriate.

Person Specification

	Criteria	Essential	Desirable	Assessment Method
Qualifications	<ul style="list-style-type: none"> • Qualified Registered Mental Health Nurse with current registration or similar professional qualification • Meaningful evidence of continuing professional development and post registration training. • Competence in relation to clinical information systems, spreadsheets, databases. • Specialist forensic risk assessment training 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>	<p>AF/I</p>	

Experience	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary/multi-agency team. • A minimum of 2 years' post-registration experience. • Experience of crisis work and risk assessment/management. • Application of the Mental Health Act (2007) and the Mental Capacity Act (2005) • Experience of management and supervising staff • Lone Working • Experience of working with young people and assessing clients with drug and alcohol related problems • Experience of service development • Experience of working in a criminal justice setting and/or another mental health liaison service 	AF/I AF/I AF/I AF/I AF/I AF/I	 AF/I AF/I AF/I	

Knowledge	<ul style="list-style-type: none"> • Effective written and verbal communication skills. • Ability to use information technology systems in order to carry out duties • Ability to make comprehensive psycho-social assessments • Good report writing skills. • Ability to make sound and safe risk assessments • Evidence of effective time management and organisational skills. • Ability to work independently and to work as a member of a multi-disciplinary/multi-agency team. • Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach that considers the needs of the whole person. • Ability to build constructive relationships with warmth and empathy, using good communication skills. 	AF/I		
	<ul style="list-style-type: none"> • Knowledge of current legislation relating to community mental health provision and forensic psychiatry (Mental Health Act and Mental Capacity Act) • Familiarity with research, reports and publications relevant to liaison and diversion. • Knowledge of the Police and Criminal Evidence Act (PACE) 1884 and PACE Codes of Practice 2004. <p>Ability to promote service users' involvement</p>	AF/I AF/I AF/I		
Skills				

Other Requirements	<ul style="list-style-type: none"> Sickness (or attendance) record that is acceptable to the Trust; to be checked at interview. Declared medically fit by the Occupational Health department to perform the duties of the post. Capable of completing scrutiny of Police NPPV2 Vetting procedure for both Met and City forces. <p>The post-holder must have the ability to understand and implement the Equal Opportunities Policy at a level appropriate to the job.</p>	AF/I AF AF/I		
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Assessment Key

AF - Application Form
I - Interview
T - Test
P - Presentation

How to Apply

Applications should be made via NHS Jobs.

The recruitment schedule is as shown below:

Timescale	Event
Closing date for advert	16 th February 2024
Shortlisting	Week commencing 19 th February 2024
Interview Date	26 th February 2024

For more information or an informal chat/visit please contact:

Carol Nolan

Carol.nolan@westlondon.nhs.uk

Main terms and conditions

Salary	Band 7
Base	Other Main Site
Hours	37.5hours
Notice period	12 weeks

General

The post holder may be required to work at any of the Trust's sites in line with the service needs. All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Fit and Proper Person Test

All Trust Board appointments are expected to be in accordance with the requirements of the Fit and Proper Persons Test, which covers evidencing suitability for the role, background checks and compliance with NHS Code of Conduct for Managers.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

Continuous Improvement

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

Health & safety

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers have a responsibility to ensure that policies and procedures are followed, that staff

receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures. It is our expectation that staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

Safeguarding & Duty of Candour

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

Standards of Business Conduct

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.