

Job Description

Job Title:	Mental Health Practitioner
Band:	Band 6
Locality:	The Bay
Service:	
Base:	Garburn House, Kendal, South Lakes
AfC Ref:	
Hours of work:	37.5 hours per week (7 days a week 9am – 8pm)

Reporting Arrangements:

Reports to: Team Leader

Responsible for: Safe Delivery of Care to Service Users experiencing acute mental health concerns in a Community Setting

Job Summary

- You will provide a comprehensive assessment and triage service and, where necessary signposting or clear onward facilitation to a mental health pathway. Your referrers will include GPs, Police and Acute Hospital colleagues, self-referrals and referrals from carers. Service users will be triaged collaboratively and a decision will be made in consultation with the referrer and with the use of a clinical tool, the response time required.
- This comprehensive, collaborative triage system will lead to comprehensive assessment clear onward facilitation of service users to the most appropriate care following assessment
- The post holder will provide evidence based mental health assessments and/or signposting to alternative service provision for people who present requiring a specialist urgent mental health assessment. The post holder may offer follow-up appointments within the agreed timescale for intervention as part of the on-going assessment process.

Role of Department

Home Treatment Team

- You will be a member of a team who provides comprehensive assessment, co-ordination and the delivery of a high quality mental health service for service users of Home Treatment who in the absence of the team would require hospital admission.
- You will help to co-ordinate the care of Home Treatment service users, and assist in promoting the use of evidence-based practice through the provision of clinical advice and support; acting as a role model; and providing education and training where appropriate.
- You will need to be fully conversant with statutory and non-statutory services in Lancashire Care, and promote effective liaison, working relationships and operational links as appropriate.
- You will ensure your own safe and effective delivery of care to service users.
- You will provide support, information and education to family members, carers and other professionals.
- Provide support to facilitate hospital discharge/signposting
- Ensure appropriate, timely discharge
- You will be expected to maintain links with the bed manager to enable appropriate bed management, through gate keeping and Home Treatment to enable appropriate admission and discharge.
- You will try to support service users to return to their own homes wherever possible and try to avoid unnecessary admissions to residential care establishments
- You will have a comprehensive knowledge of the Statutory and Voluntary Organisations/facilities within Lancashire to be able to signpost patients to appropriate

discharge support. You will link with Local Area Coordinators to maintain up to date knowledge.

- You will have an understanding of the impact of social care issues on mental health and address these issues thorough support and signposting e.g. housing; debt counselling; supported employment; self-help groups and advocacy.
- You will be expected to work on a rotational basis as the service operates 24/7.
- There will also be an expectation that staff will consider this a County wide service and therefore there may be a need to provide cover in other parts of the Service line, both cross team within the Service line and cross geographical boundaries, if the service need required this. This decision would be made by the Operational Manager or the Nurse Consultant and in their absence it would fall to the on Call / acting manager.
- Leave arrangements must have prior approval from your manager in line with policy.

Key Relationships

- Community Mental Health Teams
- Social Services
- Voluntary & Independent Sector
- Criminal Justice Agencies
- Substance Misuse Services
- Housing Providers
- Benefits Advice
- Educational Services & Employment
- Inpatient Services
- Primary care
- Ambulance services
- Inpatient units in both psychiatric and acute hospitals
- Rehabilitation services
- Learning disabilities teams

Key Responsibilities

- To be an active member of the multi-disciplinary team working with a recovery focus.

- To discuss referrals from colleagues within the mental health service following agreed practice guidelines and ensuring that, where possible, service users are cared for in the least restrictive environment.
- To carry out thorough front line health and social care needs assessments and risk assessment.
- To formulate and implement intervention and risk management plans and evaluate their effectiveness
- To report all relevant information to the referring agent and keep them informed of the service user's progress.
- To develop robust crisis and contingency plans understanding the difference between both.
- To be caring and compassionate, respectful and polite at all times
- To maintain a high standard of professionalism and to establish good, effective working practice in accordance your Relevant Code of Professional Conduct.
- To be responsible for monitoring and evaluating the care plan, transferring service users to other teams within the mental health service or discharging them when appropriate with signposting where necessary
- To liaise and establish good working relationships with colleagues in Primary Health Care Teams, Social Services, Community Mental Health Teams, In-Patient Units, Criminal Justice, Voluntary Sector and other agencies involved in caring for service users with mental health problems.
- To comply with all Trust and where appropriate, Local Authority and local policies and procedures which may be developed and changed overtime

- To respect the needs of service users and have an awareness and recognition of the impact of race and culture in mental healthcare provision.
- To offer active involvement to service users, their families and other significant persons in care planning and management, including undertaking a carer's needs assessment and assisting the carer in meeting their needs.
- Keep shared notes up to date, write regular reports on the service user's progress and write discharge letters on all service users.
- To supervise directly the assessments, made by Junior staff/students, of all new referrals allocated to them from any source, via allocation meetings (as agreed with the Team Leader) and to be responsible for the supervision of lower grades of staff as may be allocated by the Team Leader.
- To provide, as and when required, both direct and indirect supervision for Junior staff/students, any worker that grading or experience indicates they may not take overall responsibility and accountability for assessment and care delivered.
- To attend regular clinical supervision meetings with their clinical supervisor and managerial supervision as required by their Team Leader.
- To make full use of colleagues in therapeutic sessions (peer supervision, casework presentation) to enable the most effective use of skills and time to ensure maintenance of a high standard of professional care.
- To be aware of, and understand all relevant policies and procedures and to encourage others to have knowledge of their importance.
- To keep all statistical data and evaluation sheets up to date and aid and advise on any research and audit projects that help the service to be more effective.
- Remain up to date with changing practices and, whenever possible, make full use of all training and educational facilities. Attend all mandatory and statutory training.

- Promote the practice of the service and if necessary, advise and educate other disciplines and the general public. Promote mental health and all aspects of preventative work.
- Participate in the training programme and placements of all learners and other students and colleagues, including new staff. Ensure that all learners allocated to the team receive appropriate experience and participate in their development of skills.
- Maintain an up to date record of Post Registration Professional experience and practice records as required by the Service supervision protocols and your Code of Practice. Also maintain own records of in-service education and training.
- To be aware and understand Trust wide and local policies on the carrying and administration of medication.
- Work in partnership with the Clinical Lead, Consultant Psychiatrist and other medical staff in providing leadership and best practice for people with mental health needs in an acute hospital setting.
- Be responsible for the assessments and advice on the management of mental health issues for older people to acute hospital clinical staff.
- To contribute to the development of knowledge, skills and awareness of the needs of older people with mental health or memory problems in hospital.
- To develop structured training and shared learning experiences through peer supervision and problem based learning to hospital staff. Provide specific treatments, develop care plans, assessing, planning, implementing and reviewing such treatment plans.
- To assist the Multi-disciplinary Team in the overall formulation of a multi-disciplinary care plan to ensure best outcome for people and support discharge planning. To assist in the discharge planning process from a hospital setting and liaise effectively with other agencies.

- Understand and implement Trust and multi agency policies regarding prevention and safe guarding of Vulnerable Adults
- Understand and implement Trust and multi agency policies regarding Mentally Disordered Offenders
- To support and work with carers and to carry out or refer carers for assessment in accordance with the Carers Act
- Demonstrate effective communication skills within the acute hospital to ensure effective service provision. Demonstrate the ability to effectively liaise with all agencies and ensure all are kept up-to-date of any developments/changes.
- Work as a nurse prescriber or AMHP in accordance with the guidelines for these positions.

Planning and Organisational Skills

- Ability to manage own workload and caseload
- Ability to prioritise referrals
- Ability to manage time efficiently and effectively

Patient and Client Care

- Response within agreed timescales to patient referral following jointly agreed procedures/pathways
- Confidential, sensitive and comprehensive mental health assessment that includes detailed Risk Assessments
- To contribute to medical, nursing & multi-disciplinary care planning.
- Following assessment, if required to refer on to other mental health services for further assessment and allocation of a care co-ordinator in order to clarify further service requirements for individuals.
- To use evidence-based practices & psychosocial intervention to assess, plan implement & evaluate nursing care

- Maintain up to date knowledge of relevant medicines, related medication management issues and acts in accordance with the 'Guidelines for the administration of medicines' (NMC 2002) and the National Institute of Clinical Excellence (NICE) guidelines for the use of anti-dementia drugs (2001).
- Demonstrates a working knowledge of the key elements the Mental Health Act (1983).
- Enabling staff to use evidence based strategies and psychosocial interventions in the care and treatment of people with mental health problems.

Responsibility for Policy and Service Development

- To participate in and contribute to the planning and development of services to meet the mental health needs of people in the community by attending relevant meetings (e.g. multi-disciplinary team meetings).
- Providing accurate written reports as evidence of planning need.
- To assist the management process in the planning and review of services to meet the mental health needs of people in the community.
- To contribute to clinical policy & clinical governance.
- To be accountable for own professional action and to seek advice and supervision from Consultant Psychiatrist, or line manager/clinical supervisor where needed over clinical, ethical and policy issues
- To initiate and develop new ideas and methods in consultation with manager and rest of the team
- To participate in research, audit reviews and other initiatives in accordance with Clinical Governance and the Commissioners of the service
- To actively contribute to the development and review of policies, procedures and service standards, based on best practice
 - To disseminate learning gained from attending training courses etc to the wider professional team
 - o offer professional supervision, mentoring and support to student nurses placed with the team at regular intervals
- To seek user feedback and ensure that feed back is used to enhance and develop service

Responsibility for Information Resources

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 1998 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 1998, Freedom of Information Act 2000, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the Data Protection Act 1998 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

Research and Development

- To ensure that own knowledge and skills are constantly updated.
- To actively participate in clinical supervision, managerial supervision and PDR reviews.
- To identify own training needs and seek to find ways to meet these in consultation with clinical supervisor.

- To comply with professional Code of Ethics at all times.
- To participate in relevant research activity identified by the service.
- To participate in relevant clinical audit identified by the service.
- To keep up to date with national audit and research regarding adults with mental health needs.
- To work within the framework of clinical governance.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

We are

kind • a team • respectful • always learning

We are
LSCft

Person Specification

Description	Essential	Assessment
Education/ Qualifications	<ul style="list-style-type: none"> •Registered Mental Health Nurse/ Social worker / Occupational therapist 	
Knowledge	<ul style="list-style-type: none"> •Able to understand the difference between crisis planning and contingency planning and able to formulate explicit planning in these areas •Knowledge, understanding and experience of the care pathways for psychosis and non psychosis and relevant interventions •Effective communication with service users, carers and members of the multidisciplinary teams. Strong customer service and negotiation skills •Can do attitude, positive outlook, team player •Understanding of how physical illness and substance misuse can affect the mental health of individuals •Knowledge of Safeguarding procedures, Criminal Justice procedures, Mental Health legislation, guidance and processes, •Able to demonstrate high level problem solving skills, ability to prioritise work, flexibility, good time management skills, commitment to continuous development of service •Knowledge of what is meant by person centred care, recovery and the personalisation agenda 	<ul style="list-style-type: none"> •Knowledge of dementia and older adults services and care pathways •Knowledge of Learning Disabilities and care pathways •Knowledge of services and pathways for young people at transitional points from Children's Services to Adult's Services, including knowledge of the Early Intervention pathway •Sound knowledge of local resources and how to access these •Have attended training in dealing with people who have personality disorders

	<ul style="list-style-type: none"> •Knowledge of the rights of carers and how to access Carer assessments •Knowledge of recovery models and promoting independence •MHA •MCA 	
Skills and Abilities	<ul style="list-style-type: none"> •Motivational skills •Assertiveness skills in relation to bed management •Demonstrate the ability to work sensitively in a non judgemental way with service users who are in crisis •Able to work autonomously within the community •Shows ability to manage own stress levels effectively •IT skills •Ability and skills in undertaking robust psycho social urgent assessments of mental health service user needs •Complete risk assessments which reflect the risk a service user may pose. Transfer the risk assessment into robust risk management planning. •Transfer all identified needs into a robust care plan 	<ul style="list-style-type: none"> •Brief therapy/task centred therapy/problem solving skills •CBT
Work Related Circumstances	Essential Car User and Ability to work a 24 hour shift Pattern	Interview/Application

EFFORT FACTORS

PHYSICAL EFFORT What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
No				

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
No			

MENTAL EFFORT Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Yes	Daily	
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Yes due to acuity of work		

EMOTIONAL EFFORT Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
Yes	Direct/indirect	

WORKING CONDITIONS Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
No	

Our Values & Behaviours

The values and behaviours represent what we as an organisation, and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with, and reinforces, these values:

Values

Behaviors we expect

<i>We are always learning</i>	<ul style="list-style-type: none"> ✓ We seek our opportunities to learn so we are supported to reach our potential ✓ We set high standards and are open to change and improvement ✓ We value appraisals, supervision and learning opportunities
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	<ul style="list-style-type: none"> ✓ We speak up if we are concerned about safety and focus on opportunities to improve
<i>We are respectful</i>	<ul style="list-style-type: none"> ✓ We are open and honest, ensuring people receive information in ways they can understand ✓ We seek, value and support diverse perspectives, views and experiences ✓ We put service users and carers at the heart of everything we do, proactively seeking feedback ✓ We take pride in our work and take responsibility for our actions
<i>We are kind</i>	<ul style="list-style-type: none"> ✓ We are approachable and show compassion ✓ We actively listen to what people need and proactively offer our support ✓ We pay attention to our own wellbeing and the wellbeing of others ✓ We celebrate success and provide feedback that is sincere and genuine
<i>We are a team</i>	<ul style="list-style-type: none"> ✓ We take personal and team accountability to deliver the highest standards of care ✓ We work in active partnership with service users and carers ✓ We actively build trusting relationships and take time to celebrate success ✓ We work in collaboration with our partners to enable joined up care

Special Conditions:

As a member of staff you have:

- Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, service users, visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire & South Cumbria NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire & South Cumbria NHS Foundation Trust staff employed within Clinical Environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to Local Safeguarding

Children's Board, Local Safeguarding Adult Board and LSCFT Procedures for Safeguarding and Protecting Children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.
- The Trust view its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint

themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."

- The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

Promoting Equality and Reducing Inequalities

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- To uphold the Trust's commitment to health and wellbeing

