

## Job Description

<b>Job Title:</b>	Mental Health Liaison Practitioner
<b>Band:</b>	Band 6
<b>Locality:</b>	
<b>Service:</b>	Mental Health
<b>Base:</b>	Victoria Hospital Blackpool Lancashire and South Cumbria NHS Foundation Trust
<b>AfC Ref:</b>	3868
<b>Hours of work:</b>	37.5 hours 7 days, 24 hour cover, including Nights

### Reporting Arrangements:

**Reports to:** Band 7 and Mental Health Liaison Team Leader

**Responsible for:** Band 3 support workers

### Job Summary

The Mental Health Liaison team provides a comprehensive service to patients/service users, carers and clinical colleagues based within our acute trusts \*\* can be changed to local areas \*\*

This involves:

- Offering an assessment service to patients presenting with a range of mental health and psychological problems, over the age of 16 yrs. of age.
- Providing a mental health consultation-liaison and advice service
- Delivering a range of interventions to individual patients and their families, as appropriate
- Assisting and supporting general hospital colleagues in making decisions about treatment and care in complex situations
- Providing formal and informal education and clinical supervision to registered and unregistered staff
- Representing mental health services within the general hospital
- Providing a communication structure between the general hospital, secondary mental health services, primary care and non-statutory services, as a means of ensuring the highest possible standards of patient care
- Following assessment, discuss and agree with the band 7 practitioner, the most appropriate pathway, signposting and where an inpatient stay is potentially required refer to the Enhanced Gatekeeping MDT.
- Co-ordinate 136 MHA presentations in the A&E Department and support Section 136 Suites co-located with MHDUs.

As a member of the mental health liaison team the post holder will be expected to assess and treat patients who are referred from a variety of sources, which will include:

- Emergency Department
- Urgent Care Centres
- Medical assessment areas
- All wards, departments and clinical teams across the hospital

Patients may present with a wide range of mental health and psychological problems, including following an episode of self-injury, psychiatric emergency and as a consequence of physical illness. You will be expected to work with individuals experiencing psychosomatic disorders and a variety of psychological and adjustment issues resulting from physical illness. You will be required to make autonomous decisions, based on an analysis of complex presenting problems, while utilising effective clinical judgments about the most appropriate treatment, discharge and follow-up options. You will use higher-level communication skills, both written and oral and have an ability to engage with challenging and/or acutely distressed individuals, sometimes in potentially hostile and/or antagonistic situations.

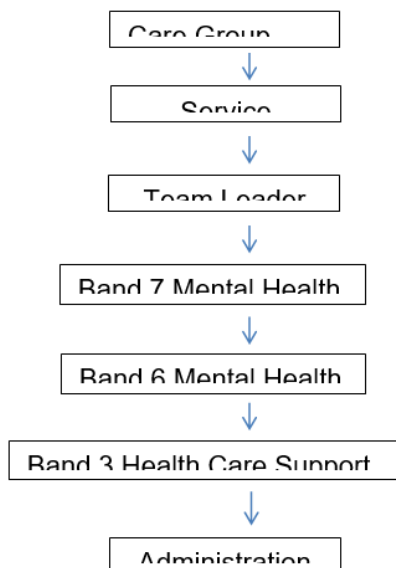
**Key results areas:**

- Liaison and consultation
  - Clinical practice
  - Communication
  - Management
  - Audit and evaluation
  - Education
  - Clinical governance
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- Be responsible for the full assessment of care needs of patients presenting with a range of undifferentiated mental health and psychological problems. As a result of this assessment, you will be responsible for the development, implementation and evaluation of programmes of care, with supervision.
  - Provide a comprehensive consultation-liaison service to clinical teams, assisting them to formulate appropriate plans of care and make decisions in cases where patients may be exhibiting complex needs and/or challenging behaviours.
  - Initiate and participate in the teaching and educational programmes of all grades of nursing and non-nursing staff. You will also provide teaching and develop learning opportunities for pre and post-registration students.
  - When appropriate, maintain a caseload of patients, providing a broad range of treatments and clinical interventions, as appropriate to the individual's needs.
  - Be responsible for participating in specific clinical projects and undertake all the necessary work to complete these, including facilitating meetings, liaising and/or negotiating with other staff.
  - Participate fully in appropriate quality assurance initiatives, with the emphasis on developing patient/service user-focused services.
  - Promote a positive attitude and encourage a supportive culture in relation to mental health and psychiatric illness across the general hospital.

## **Key Relationships**

- Patients
- Carers
- Acute Hospital Trust Staff – nurses, medics, therapists, support staff, admin, housekeeping
- Acute Hospital Managers
- Hospital Case Managers
- Hospital Discharge Teams
- Social Services
- LSCFT Intermediate Support Team (Mental Health)/Community Mental Health Teams/Memory Assessment Service teams
- LSCFT Service Manager/Care Group Managers/Deputy and Head of Operations
- CCG Commissioner

## **Department Chart**



## **Training Development and Supervision**

- To maintain and develop mental health knowledge & skills and expertise to ensure that clinical practice reflects best evidenced-based practice that is current and responsive and meet the changing needs of the patient.
- Abide by the legal rules, statutory regulations & professional responsibilities relating to the Code of Conduct in relation to profession.
- Take responsibility for post-registration education and practice requirements for continual professional development needs to meet as outlined in the “PREP handbook” NMC 2000.
- To receive regular clinical supervision from a suitably qualified/identified person; to keep accessible records of supervision.
- To be aware of the need for appropriate management support and supervision from the line manager.

- To maintain Health & Safety in accordance with Health & Safety at Work Act 1974.
- To adhere to the clinical and personal Policies of Lancashire and South Cumbria NHS Foundation Trust.
- To comply with Trust Mandatory Training requirements.
- To demonstrate and champion the LSCFT Trust Values at all times.
- To fulfil objectives set within PDR, meeting agreed deadlines.
- To demonstrate accountability and hold others to account.

### **Communication and Relationship Skills**

- Prompt response to requests for information and advice following joint agreed procedures.
- To sensitively communicate with patients, relatives and carers to ensure they have a good understanding of the condition of the service user and to answer any queries or concerns
- To promote positive attitudes, mutual understanding and collaboration working relationships between hospital staff & other services involved in the care process.
- To provide specialist and effective advice and communication with primary health, social services & secondary mental health services following joint agreed procedures.
- To develop working links with other relevant agencies providing services to clients, including other mental health teams, acute general hospital staff, GPs, voluntary agencies (e.g. Age Concern, Alzheimer's Society) and social services (hospital discharge team and re-enablement services)
- To respect other disciplines' viewpoints and perspectives
- To deliver training to other professionals, adapting this to the needs of the audience as appropriate
- To maintain up to date electronic clinical records, using a good working knowledge of confidentiality
- To promote positive attitudes, mutual understanding and collaboration between hospital staff & other services involved in the care process.
- To provide a source of information on how to best meet the mental health needs of adults with staff, service users and carers.
- To act as a link between the general wards and other relevant services, as appropriate.
- To facilitate and undertake clinical supervision.
- To keep contemporaneous and accurate mental health records in accordance with LSCFT policy.
- Regular provision of evidence based advice and training to staff within the general wards & departments, including person-centred approaches to dementia care (Kitwood 1990).
- To contribute to the provision of an appropriate supervision & learning environment for pre & post registered nurses, medics & therapists. This may include formal teaching sessions
- Evidence of reduced management problems as staff have increased knowledge base and become confident & experienced.

### **Analytical and Judgement Skills**

- Interpretation and integration of complex data from a variety of sources, including psychological assessments, self-report measures, direct and indirect structured

observations as well as interviews with clients, family members and others involved in the client's care.

- To undertake risk assessment and risk management for individual clients.
- To monitor and evaluate new areas of care and treatment.

### **Planning and Organisational Skills**

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

### **Patient and Service User Care**

- Prompt response to patient referral following jointly agreed procedures/pathways.
- Confidential, sensitive and comprehensive mental health nursing assessment that includes Continuing Health Care Assessments and detailed Risk Assessments.
- To contribute to medical, nursing & multi-disciplinary care planning.
- Following assessment and after gaining support from the band 7 practitioner, 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.
- Registered Nurses only 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).
- Demonstrate a working knowledge of the key elements of the National Service Framework for Adults, the Community Care Act (1990), the Mental Health Act (1983), National Dementia Strategy
- To demonstrate knowledge about the existence of co-morbid physical pathology that may deteriorate the mental health of an adult.
- 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 adults by attending relevant meetings (e.g. Case Conferences, and multi-disciplinary team meetings as appropriate).
- 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 adults.
- To contribute to clinical policy & clinical governance.
- To be accountable for own professional action and to seek advice and supervision from line manager/clinical supervisor where needed over clinical, ethical and policy issues

- To initiate and develop new ideas and methods in consultation with Team Leader, band 7 and the rest of the team
- To provide teaching sessions in appropriate areas of skill and knowledge to other teams within the acute hospital and to various professional and carers groups
- 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
- To offer professional supervision, mentoring and support to student nurses placed with the team at regular intervals
- To seek user feedback and ensure that feedback is used to enhance and develop service delivery.

### **Responsibility for Human Resources**

- To provide advice, consultation and training to staff in areas of the post holder's competence as required
- To contribute to the development and maintenance of the highest professional standards of practice, through active participation in training and development programmes.

### **Responsibility for Information Resources**

- To contribute to the provision of data for the service's outcome measures.
- To provide monthly clinical data
- To maintain the highest standards of clinical record keeping including electronic data entry and recording and report writing.

### **Research and Development**

- 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 postholder.

## Person Specification

Description	Essential	Desirable	Assessment
Education/ Qualifications	Current NMC Registration or equivalent professional health care qualification		A
	Evidence of professional updating and development in the care of patients in an acute or community setting.		A
	Diploma in Professional Studies (Nursing) - or equivalent.		A
		Teaching & Assessing qualification (or equivalent).	A/I
		CBT/PSI qualification	A
Experience	A minimum of two years post-registration mental health experience.		A/I
	Involvement in innovative practice and multi-cultural environments		A/I
		Of practicing in an acute mental health inpatient/community care setting.	A/I
Skills and Abilities	Skills in assessing, planning and evaluating mental health interventions.		I
	Skills in interacting therapeutically with distressed and/or disturbed individuals.		I
	Skills in individual interventions.		I
	Skills in teaching, supervision and self-appraisal.		I
	Skills in multi-disciplinary team-work.		I

	<p>Skill in interacting effectively with colleagues.</p> <p>Excellent presentation skills – both verbally and non-verbally.</p> <p>Skill in report writing.</p>	<p>Skill in basic research process.</p> <p>Skill in audit and quality assurance programmes.</p> <p>Skill in chairing meetings.</p> <p>Skill in motivating and managing change in others.</p> <p>Skills/training in a psychological therapy</p>	<p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p>
Knowledge	<p>Extensive knowledge of the various approaches to mental health assessment.</p> <p>Knowledge of key areas of liaison psychiatric practice, including the psychological effects of physical illness.</p> <p>Knowledge of psychiatric interventions with patients in an acute phase of mental illness/distress.</p> <p>Knowledge of risk assessment and management, particularly in relation to suicide.</p> <p>Knowledge of the clinical and demographic risk factors associated with suicide and self-harm.</p>		<p> </p> <p> </p> <p> </p> <p> </p> <p> </p>



	<p>Knowledge of Common Law and issues relating the Mental Health Act (1983).</p> <p>Knowledge of the teaching process.</p> <p>Knowledge of the various therapeutic approaches in the care and treatment of patients with delirium, dementia and depression.</p>	<p>Knowledge of team-work and staff development.</p> <p>Knowledge of basic research methodology</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
Special Requirements	<p>Ability to assimilate new concepts and approaches to care.</p> <p>Ability to respond positively to constructive criticism.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>A problem-solving approach to professional practice.</p> <p>Ability to meet contractual requirements.</p> <p>Ability to meet the travel requirements of the role</p>		<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>

## **EFFORT FACTORS**

<b>PHYSICAL EFFORT</b> What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Driving for prolonged periods	N/A	N/A	N/A	No

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
Occasionally	Occasionally	1-2 hours	Use of computers

<b>MENTAL EFFORT</b> Are there any duties requiring particular concentration? – Please detail.		How often?	For how long?
Service user assessments, making entries onto the system.		Daily	As required
Are there any duties of an unpredictable nature? – Please detail.		How often?	For how long?
Response to urgent/emergency situations High demand form the acute Trust		Frequent Occasional	Shift period Shift period

<b>EMOTIONAL EFFORT</b> Does the job involve dealing with any distressing or emotional circumstances? – Please detail.		Direct / Indirect exposure	How often?
Dealing with very unwell service users Breaking bad news Service user death		Direct Direct Direct	Daily Occasional Rarely
<b>WORKING CONDITIONS</b> Does the job involve exposure to unpleasant working conditions? – Please detail.			How often?
Risk from service users of violence and aggression.			Unpredictable

## **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:

<b>Values</b>	<b>Behaviors we expect</b>
<b><i>We are always learning</i></b>	<ul style="list-style-type: none"> <li>✓ We seek our opportunities to learn so we are supported to reach our potential</li> <li>✓ We set high standards and are open to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> <li>✓ We speak up if we are concerned about safety and focus on opportunities to improve</li> </ul>
<b><i>We are respectful</i></b>	<ul style="list-style-type: none"> <li>✓ We are open and honest, ensuring people receive information in ways they can understand</li> <li>✓ We seek, value and support diverse perspectives, views and experiences</li> <li>✓ We put service users and carers at the heart of everything we do, proactively seeking feedback</li> </ul>

	✓ We take pride in our work and take responsibility for our actions
<b>We are kind</b>	<ul style="list-style-type: none"> <li>✓ We are approachable and show compassion</li> <li>✓ We actively listen to what people need and proactively offer our support</li> <li>✓ We pay attention to our own wellbeing and the wellbeing of others</li> <li>✓ We celebrate success and provide feedback that is sincere and genuine</li> </ul>
<b>We are a team</b>	<ul style="list-style-type: none"> <li>✓ We take personal and team accountability to deliver the highest standards of care</li> <li>✓ We work in active partnership with service users and carers</li> <li>✓ We actively build trusting relationships and take time to celebrate success</li> <li>✓ We work in collaboration with our partners to enable joined up care</li> </ul>

### **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

