



Job Description

Post Title: CRHT Nurse

Reports To: CRHT Team Manager

Directorate/Department: Urgent Care - Crisis/ Home Treatment

Salary Range: Band 6

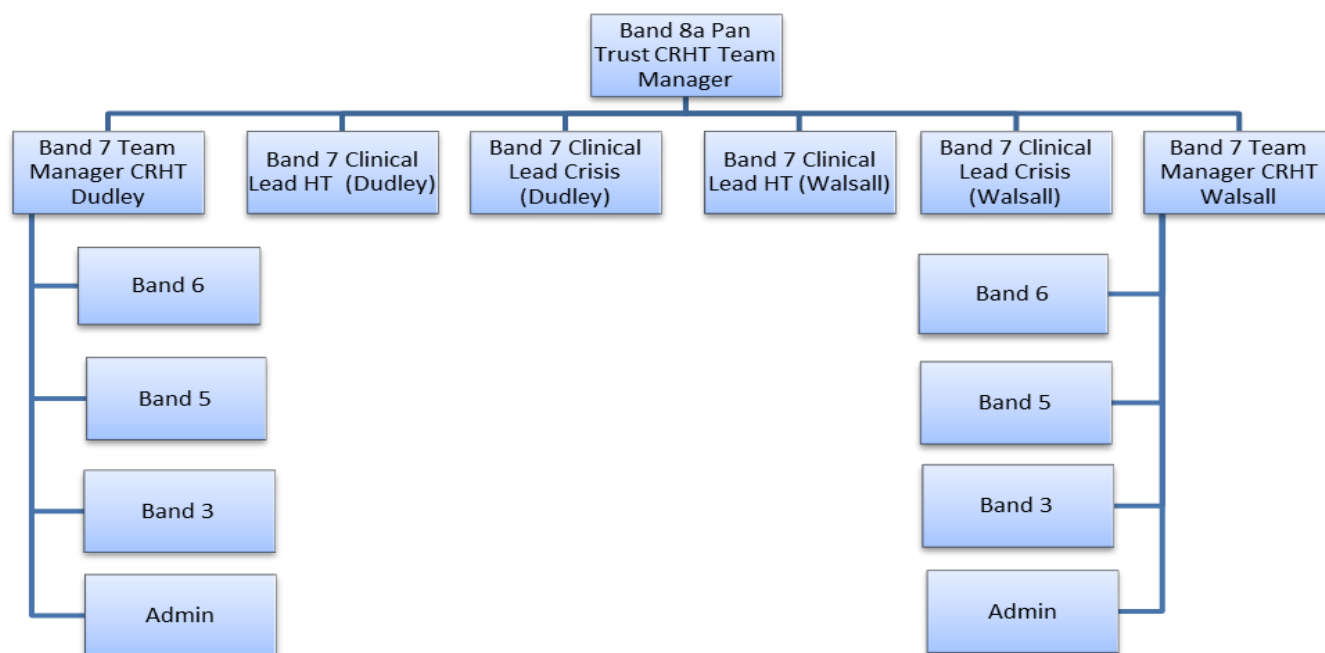
Date: February 2020

Job Purpose

To work as a skilled member of a multi professional service which includes; urgent referral triage to the Trust and the assessment and treatment of persons who are experiencing significant/urgent mental health needs. This post aims to provide individuals with alternatives to hospital admission, reduce unnecessary onward referrals, signpost effectively to other agencies and reduce A & E attendances.

Organisation





Dimensions



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1. Responsibility of acting as the Triage Co-ordinator for all urgent referrals to the Trust on a rotational and shift basis.
2. To be the shift co-ordinator for the Home Treatment element as per process on a rotational and shift basis.
3. To ensure that all referrals are triaged and signposted effectively and promptly as per service guidelines.
4. To have a firm understanding of Best Practice principles for CRHT services and apply this to clinical practice.
5. To ensure that urgent work is planned and delivered within the timescales set out within the Operational Policy of the Service and in line with Best practice for CRHT services.
6. To inform doctors, family members and other involved agencies, e.g. housing providers, of progress, possible risks and contingency strategies/signposting options to deal with anticipated problems.
7. To work flexibly and competently in the community and any given location to meet client needs across all functions of the service including Home Treatment, rapid crisis response and Triage.
8. Providing a high level of communication and relationship skills with clients, carers and other professionals internally and external to the Trust.
9. To contribute to effective multi-professional working with the Crisis Resolution Home Treatment Team and the Triage service generally. Specifically this requires flexibility in working practices and a willingness to acquire familiarity with all areas of the Team's work. This will involve advising and taking advice from colleagues in order to provide a well-integrated and rapid service.
10. To be able to advise on issues relating to medication, to administer or supervise the taking of medication as appropriate and to offer advice to other members of the team on medication and other health issues.
11. Advise on prescription of medication to GPs.



12. To carry out duties in a non-discriminatory manner and to always treat service users with dignity and respect.
13. To be available for supervision from the CRHT Team Manager or nominated supervisor who will be from a health or social service background.
14. Gatekeeper service for hospital admissions 24/7 days per week and where possible to join Mental Health Act Assessments.
15. To work within the framework of a shift system. The Crisis Home Treatment Team provides a seven day per week service. All professional team members will be expected to participate fully in the out of hour's provision working shifts over 24 hours.
16. Accept referrals and provide further assessments for service users on the Home Treatment caseload and new referrals.
17. Proactive in making autonomous clinical decisions, with high risk user population.
18. Demonstrate high level of skills in assessment and identifying symptoms of conditions in both mental health and physical health.
19. Responsibility of acting as duty manager on a regular rota system, involving the management of time, use of organisational and delegation skills.
20. Use of physical skills, e.g. depot injections, phlebotomy with appropriate training. Ability to travel based on the needs of the service.
21. Sole responsibility for providing specialist programmes of care and advice to clients and carers.
22. Responsibility for service development, interagency and liaison link working with other agencies.
23. Active in involvement and development of the Crisis Resolution Service, consisting of the Crisis Intervention and the Home Treatment Teams.

Service Delivery/Development



1. Escorting clients to clinical reviews or hospital admission.
2. Involvement in setting standards and clinical audits.
3. Participate in meetings relevant to operation of services.
4. To provide In-Reach into the Adult in patient ward/s, which will support Bed Management.
5. To carry out bed management duties outside the hours of operation of the Bed Management Team.
6. Responsibility for management of medication, stock ordering, equipment and Client essential needs.

Management and facilitate Early Discharge.

1. To carry out additional duties at the discretion of the Team Manager and Service Manager
2. Provide specialist training and education to students and other professionals.
3. Responsibility of daily handover of information regarding client care also involving organisation of scheduled visits utilizing the RAG system.
4. Frequently involved in highly distressing circumstances requiring the assistance of the emergency services.
5. Involvement in imparting highly distressing or unpleasant news to clients and carers.
6. Involvement in frequent high risk and unpleasant conditions and volatile and dangerous situations.
7. The post holder will undertake the Duty Senior Nurse role, for the Place of Safety 136 suite, facilitating the operational and managerial responsibilities for the co-ordination of a Mental Health Act Assessment, staffing the suite and Gatekeeping admission if



required.

Professional Development

1. To practice within the N.M.C. Code of Professional conduct.
2. To maintain professional status by complying with the appropriate requirements for periodic registration and continuing professional development.
3. To constantly update knowledge of research in order to apply evidence based practice.
4. Participate in Clinical Audit Service evaluation and research. Initiate, assist or cooperate with research projects relating to Crisis Resolution Home Treatment work. Contribute to the implementation of the Quality Standards.
5. Record work and clinical documentation using the appropriate Information Technology System. It is vital that events are promptly recorded in order to facilitate effective management of unstable situations. It will be necessary for on-call workers to access records remotely out of hours.
6. To be responsible for maintaining and monitoring accurate written and verbal nursing communication and other CRHT records/documentation, e.g. communication at team meetings, reports to outside agencies and professionals etc.
7. To be responsible for administering the process of the Care Programme Approach (CPA) including safe and effective discharge planning. To ensure effective use of electronic records.
8. Supply information on workload as required by the Team Leader.
9. The post holder will be responsible for overseeing and supporting pre-registration students on placement with the team. They will also be expected to deliver and receive professional/clinical supervision within the team to establish and embed routine mechanisms to ensure standards of practice are regularly reviewed, patient safety issues are addressed, professional development takes place and staff wellbeing is considered.



Principal Accountabilities

1. To provide high quality Mental Health Assessments to clients requiring an urgent, emergency or CRHT response. The post holder should demonstrate excellent assessment and risk assessment skills ensuring safe and effective patient management in line with best practice, Trust policies and local procedures.
2. The post holder will be responsible for the provision of the Crisis and Triage line for the Walsall and Dudley Boroughs and should ensure a timely response to all calls received as per service policy. Crisis/Triage line service provides Triage, signposting, crisis de-escalation, psychoeducation and mental health support.
3. The post holder will be responsible for carrying out the Home Treatment function of the service including; shift co-ordination, gatekeeping responsibilities, Key Worker responsibilities and In patient in – reach to facilitate early discharge.
4. The post holder will contribute to the safe management and staffing of the Place of Safety.
5. The post holder will carry out duties in line with the Trusts Single Point of entry function; screening and triaging of all urgent referrals to the Trust and appropriate signposting.
6. To document all information on the Trust information system on a daily basis following each assessment, risk assessment and care clustering, and to share with other professionals the outcomes and follow-up arrangements/recommendations on the day the assessment is undertaken to ensure safe discharge or on-going care and treatment.
7. The post holder will adhere to the Trusts Lone Working Policy and act in an advisory and consultative capacity to medical, nursing and other professionals.
8. The post holder will adhere to all Trust policies and procedures and their code of professional conduct.
9. The team will provide placements for student nurses and therefore teaching and assessing is likely to be a component of this role.



10. To undertake both MDT and autonomous risk assessments and have the ability to formulate risk management and mitigation plans.

11. Adopt Trust Visions and Values in everyday practice.

Contacts

a) Inside the Trust

Team Managers/leads

Adult/CAMHS Mental Health Services

Primary Mental Health Team

Students

All Trust departments e.g. Compliance and Safety, Safeguarding

Approved Mental Health Practitioners

b) Outside the Trust

GP's

Third Sector Organisations

Police

Ambulance service

Other Hospitals

Other Mental Health Services

Job Context

The post holder will contribute to the safe delivery of accessible and timely interventions to persons with acute and urgent mental health needs in the community on a 24/7 basis in line with Best Practice.





Black Country Healthcare
NHS Foundation Trust

At times, the post holder may be required to travel outside of the Dudley & Walsall boroughs in order to meet the needs of this developing service and meet client need.



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General Conditions:

Job Design and Review

This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed via the issue of an updated job description.

Trust Values

Employees, workers, and / or contractors will be expected to uphold the values of the Trust and exhibit the expected Trust behaviours aligned to the Trust's values. Individuals have a responsibility to ensure that they display the Trust values and behaviours in carrying out their job and that individuals feel able to challenge (or raise a challenge) when other colleagues' behaviours breach the spirit of Trust values.

Confidentiality and Data Protection

Staff are to familiarise themselves with the Employer's data protection policy when this is available, which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. You must comply with the Employer's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation and only for the purposes of your work for the Employer. The Employer will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Employer's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Employer's Data Protection Officer.

Health and Safety

Individual employees of the Trust and other NHS employees contracted to work on the Trust's premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health and Safety Regulations. In addition, employees must comply with all the Trust's policies relating to Health and Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.



There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

Clinical Governance

All employees are required to actively contribute towards the Trust's clinical governance systems, taking responsibility as appropriate for quality standards, and work towards the continuous improvement in clinical and service quality.

Infection Control

Staff will work to minimise any risk to clients, the public and other staff from healthcare associated infection, including MRSA and C.difficile, by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice for the prevention and control of Healthcare Associated Infections (the Hygiene Code) and by ensuring that they are familiar with the Trust's Infection Control policies located on the Intranet.

Diversity

All staff through personal example, open commitment and clear action, should ensure that diversity is positively valued, resulting in equal access and treatment in employment, service delivery and external communications. To be familiar with, actively promote and work within, the spirit of the Trust's Equal Opportunities policy at all times.

Safeguarding Vulnerable Adults, Children and Young People

Dudley and Walsall Mental Health Partnership NHS Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults. The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfill these duties post holders are required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns that they may have.

Patient Experience and Public Involvement (PEPI)

All staff who interact with the public when delivering NHS services have a responsibility to ask patients about their experience of those services on an ongoing basis. They must then ensure that the knowledge gained is fed through to other staff and/or managers within service areas for action,



where appropriate.

Further responsibilities involve staff members in ensuring that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service area and the wider Trust. Determination of these responsibilities should be in conjunction with your Line Manager and delivered accordingly.

Policies and Procedures

All staff will familiarise themselves with the Trust's policies, procedures and protocols relating to their service and work within the guidelines at all times.

To be familiar with, actively promote and work within the spirit of the Trust's Equal Opportunities policy at all times.





Corporate Social Responsibility

The Trust aims to be an exemplar organisation in the way it embraces sustainability and meets its corporate social responsibility. To achieve this it is the responsibility of all staff to minimise the environmental impact of their day to day activities and adhere to Trust policies on sustainability, waste, resource usage and governance.

Smoking

The Trust operates a No Smoking policy.

Approved By:

Job Holder: -----

Date: -----

Line Manager: -----

