

JOB DESCRIPTION

Mental Health Urgent Assessment Centre (MHUAC) Band 6 Senior
Acute Care Practitioner

Reviewed
January 2024

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

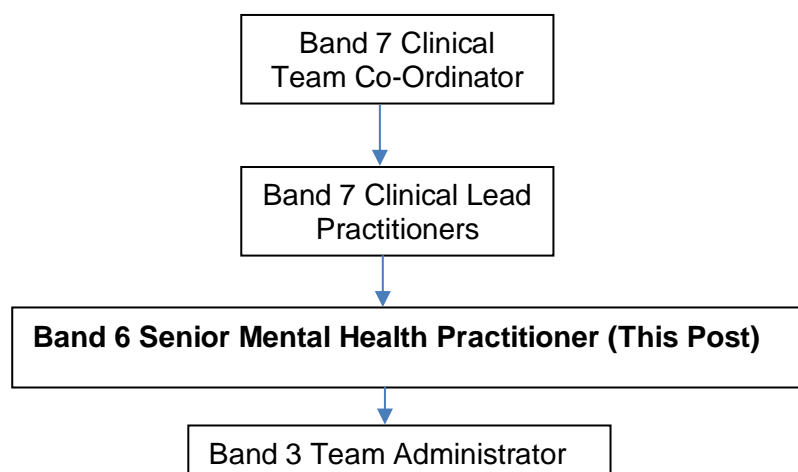
1. Job Details	
Job Title:	Senior Acute Care Practitioner
Pay Band:	6
Reports to (Title):	Team Coordinator
Accountable to (Title):	Team Coordinator
Location/Site/Base:	In Patient division
2. Job Purpose	
<ul style="list-style-type: none">• To assess the care needs, develop & implement plans of care for those who are experiencing acute mental health deterioration or who are in a state of mental health crisis.• To be clinical leader of the team when on shift.• To provide clinical services that work within the policies, protocols and clinical procedures of Lincolnshire Partnership NHS Trust.• To work as part of a team providing a user-focused, accessible and responsive assessment service that is safe, supportive and competent for people who experience acute mental health problems.• Patterns of working will include days, evenings, weekends, nights & bank holidays.• Provides management supervision to Band 5's and 3's.• To undertake managerial duties in the absence of the team coordinator.	
3. Nature of the Service	
<p>The Mental Health Urgent Assessment Centre (MHUAC) within Lincolnshire Partnership Foundation Trust was designed as a new service delivery model to offer a safe and therapeutic environment for patients experiencing mental health crisis.</p> <p>The aim is to reduce whole system pressures by directing patients away from Emergency Departments (A+E) and enabling onward referral and liaison with other co-located Mental Health Services. The MHUAC is a 24 hour 7 day a week service that provides timely high quality clinical assessments for those suffering from a mental health crisis.</p> <p>The service aims to reduce A&E attendance for those who have no medical need to attend and provide patients with the right intervention at the right time to help prevent hospital admission and help keep people well in the community.</p> <p>The MHUAC has recently expanded to include an all age pathway to enable children and adults to access the service.</p> <p>The Assessment Centre is Based at the Peter Hodgkinson Centre and consists of a waiting room, three assessment rooms and an office space. The MHUAC is co-located next to the Psychiatric Clinical Decisions Unit and the Section 136 Suite.</p> <p>When service demands the staff team will work across all of the above services which helps to provide continuity of care throughout the pathway however the predominant role for the MHUAC practitioner will be working in the MHUAC.</p>	

The Lincoln Crisis Team, Mental Health Liaison Service and the Bed management Team are also co-located which has the added benefit improving communication and improved collaborative working which in turn improves outcomes for patients.

The service predominantly covers the West of the county, this decision was taken as it would be a long distance for those in Crisis to travel due to geography of Lincolnshire.

Since January the 17th 2022 The function of the Mental Health Assessment Centre has been to provide rapid assessment of people suffering a mental health crisis. The service also acts as a section 136 diversion to a place of safety when the 136 suite is full, therefore reducing footfall in A&E further. All referrals are made directly via telephone to the Nurse in Charge of the Mental Health Urgent Assessment Centre and are accepted if medically fit. This has helped reduce the number of medically fit people with a mental health need attending A&E and feeds into the NHS long term plan which states all mental health trusts should supply “A range of complementary and alternative crisis services to A&E and admission within all local mental health crisis pathways”. This has also given Lincolnshire an opportunity to reduce health inequalities, as many people in mental health crisis do not wish to attend a busy A&E department but will attend a calming environment with mental health trained professionals on hand to support them. Due to service development, this is a unique opportunity for a lead nurse to support and develop the the provision of an excellent standard of clinical care within the Urgent Care Pathway.

4. Organisation Chart



5. Duties

Practice

- Implement evidence-based practice in the provision of treatment and care to clients.
- Be accountable for the clinical caseload using resources as appropriate.
- Select appropriate assessment tools for assessing specific client needs and risks.
- Demonstrate sound clinical decision-making skills that are in the interests of the client.
- Provide skilled clinical supervision to others.
- Apply health enhancing skills in a wider group/community setting.
- Apply self awareness to reflections on their practice

Leadership

- Demonstrate the ability to lead a clinical team.
- Identify areas of practice requiring development and improvement.
- Use available resources efficiently and effectively to maximise client care.
- Take a lead role in the implementation of change to develop practice.
- Distinguish between different leadership and management styles.

- Choose an effective style in leadership to suit care environment.
- Evaluate the effectiveness of chosen leadership style.
- Supervise the leadership development of junior staff and learners.
- Act in an advisory capacity in relation to clinical and professional issues for the team.
- Understand the political dimensions of service development.

Practice Development and Research

- Demonstrate how local service delivery is provided.
- Actively contribute to the improvement of service delivery and practice development.
- Enable team members to inform service developments.
- Create a supportive structure to aid the implementation of practice development plans.
- Facilitate others to consider, reflect upon and enhance their own practice.
- Actively contribute to the ongoing development of professional practice within the team.
- Facilitate the use of local networks to inform the monitoring practice of service delivery.
- Demonstrate service user and/or carer involvement in all aspects of service provision.
- Contribute to the formulation of policies, procedures and clinical guidelines.
- Monitor adherence to locally agreed policies, procedures and clinical guidelines.
- Facilitate and lead local practice development projects i.e. PDU.
- Contribute to the implementation of change in professional practice relevant to new evidence.
- Implement service changes and evaluate the impact upon service users and/or carers.
- Demonstrate an ability to lead staff in service evaluation.

Education, Training and Personal Development

- Identify the educational needs of junior staff and learners.
- Examine different techniques towards solving problems in a critical and systematic way.
- Integrate reflective practice into team working.
- Disseminate evidence-based practice through educational programmes.
- Construct, deliver and evaluate a programme of training with clear desired educational outcomes.
- Demonstrate the ability to empower others in the identification of their strengths and weaknesses.
- Enable others to devise personal and professional objectives that support personal development and career progression.
- Mentor learners in accordance with the standards described by their relevant professional body.

6. Skills Required for the Post

Communication and relationship skills

- Always act in a dignified and responsible manner with service users, carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- Develop and maintain communication (sensitive, complex and contentious) with other teams, external agencies, in order to promote good client care.
- Act as an advocate, support service users through their care programme both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)
- Provide and receive complex information where persuasive, motivational, negotiating, empathic and re-assurance skills are required to support service users through their recovery period.
- Maintain strict confidentiality of complex and sensitive client information at all times.
- Develop communications with other departments within the Trust, and with external providers, voluntary agencies and user organisations, building effective working partnerships to deliver the highest standards of care.

Analytical and judgment skills

- Develop and complete need and risk assessments, analysing and deciding the most appropriate approach to implementing care plans, agreeing objectives with service users and carers.

Planning and organisational skills

- Organise and plan activities with service users, facilitating therapeutic and educational groups, adjusting own workload in response to prevailing circumstances.

Physical skills

- Undertake physical investigations (frequent exposure to unpleasant conditions) and procedures in accordance with your professional registration and training, recording findings and informing others of any significant results.

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- Accept ongoing accountability for service users, hold and manage delegated caseload (complex cases) and supervise and/or mentor junior staff and learners as required in the provision of direct/indirect patient care.
- Act as an advocate, support service users through their care programme both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)
- Monitor and review service user progress where frequent concentration is required, against planned objectives and use initiative to act on results within own sphere of responsibility, including reporting observations and taking action to minimise risks.
- Assist service users with personal care as need arises. Implement planned care programme, education and teaching which encourages and empowers them and their carers to maximise self care and individual autonomy i.e. medicines, mobility, hygiene, budgeting, etc
- Contribute to case conferences and reviews, supporting service users and carers to engage with services and contribute to their care.
- Undertake reviews of care programmes with service users, carers and team members.

Responsibilities for policy and service development implementation

- Carry out safe practice in accordance with Trust policies and procedures, commenting on policies, procedures and developments as necessary.

Responsibilities for financial and physical resources

- Use safely in accordance with manufacturers guidance clinical equipment in the performance of their work to appropriate high standards of care.
- Ensure any stock and supplies, clinical equipment or medications are ordered as required.

Responsibilities for human resources (including training)

- Manage delegated caseload (complex cases) and supervise staff as required in the provision of care
- Act as a mentor/practice supervisor in accordance with the standards of your professional body to students as appropriate.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development.

Responsibilities for information resources

- Record all self generated information within the service users clinical notes and/or using the Trust's clinical information system (RIO).

Responsibilities for research and development

- Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development.

8. Freedom to Act

- Organise own time and prioritise service user care in accordance with need
- Manage delegated caseload (complex cases) and supervise staff as required in the provision of direct/indirect care.
- Act as an autonomous practitioner making decisions about service user care as appropriate within the wider multi-disciplinary team.
- Manage or take charge of the unit in the absence of a Manager as required ensuring resources are co-ordinated to deliver safe and effective care to service users.

9. Effort & Environment

Physical effort

- Frequent requirement to exert moderate physical activity for several short periods during shifts worked to assist service user mobility or therapeutic activities. This will include the use of physical restraint skills where necessary.

Mental effort

- Frequent requirement for concentration to undertake risk assessments and development of care plans, service user interviews and observation procedure.
- Monitor and review service user progress where frequent concentration is required, against planned objectives and use initiative to act on results within own sphere of responsibility, including reporting observations and taking action to minimise risks.

Emotional effort

- Frequent exposure to distressing or emotional circumstances relating to exposure to severe and challenging behaviours presented by service users with a mental disorder, including access to information about abuse, neglect and other trauma experienced.
- Manage occasional difficult and highly distressing service user behaviour, including verbal and physical aggression, seeking support and assistance as required.

Working conditions

- Frequent exposure to unpleasant working conditions where there is exposure to bodily fluids, medication and lotions as well as potential substances controlled via COSHH regulations.

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Purpose: is to enable people to live well in their communities.

Our Vision: to make a difference to the lives of people with mental health problems and learning disabilities. To promote recovery and quality of life through delivering effective, innovative, and caring mental health, and social care services.

Our Values: putting people first, respecting people's differences, behaving with compassion and integrity, having pride in our work, working in partnership, developing our staff, being recovery focused and making a positive difference.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

POST: Senior Acute Care Practitioner

DEPARTMENT:PCDU/HBPoS

DIVISION: Adult In-Patients

		JOB REQUIREMENTS	
	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test, Reference etc)
Qualifications	<ul style="list-style-type: none"> Registration with relevant professional body (for nurses specifically: RMN or RNLD or RN: 1st Level Registration (NMC) or degree or equivalent) Mentorship training Evidence of specialised continued professional training (degree level) in clinical practice 	<ul style="list-style-type: none"> Certificate in clinical supervision Management Training 	Application Form
Experience	<ul style="list-style-type: none"> Relevant experience of working with adults with mental health needs. Or clear evidence of substantial experience of working with individuals in crisis and skills that are transferable to both the community/in-patient. Highly developed clinical reasoning skills. Sound knowledge of the national agenda for mental health. Sound knowledge of clinical/risk assessment and understanding of Information Governance principles. 	<ul style="list-style-type: none"> Experience of working within mental health care 	Application Interview
Skills & Competences			Application Interview

	<ul style="list-style-type: none"> • Demonstrating supportive and sensitive communication to patients, carers and staff, whilst demonstrating an understanding of the nature and effects of information. • Delegation whilst maintaining overall responsibility for patient care, where appropriate. • Demonstrate the ability to lead a clinical team. • Highly motivated and able to engage with service users and carers to improve outcomes. • Ability to work independently and collectively. 		Reference
Special Requirements	<ul style="list-style-type: none"> • To be able to work a flexible shift pattern including night duty • To be physically able to complete the trust PMVA training 		