



NHS

West London
NHS Trust

Candidate information pack

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Welcome

Thank you for your interest in this exciting new development opportunity at West London NHS Trust.

This candidate pack contains all you need to apply for the post.

The Older People's Mental Health Service (OPMHS) is a supportive, caring, integrated service where staff work together closely to support our patients and their families. We have strong links with medical teams, Allied Health Professionals, Carers and the local community. We are immensely proud of our staff and their passion, professionalism and dedication to changing people's lives. If you share that passion and want to make a difference, then come and join us.

An exciting opportunity has arisen for a Band 4 Dementia Link Worker to join our team.

As part of this programme:

- You will receive monthly supervision to support your development and practice from a member of staff from the Cognitive Impairment and Dementia Service.
- You will be visiting patients with dementia and their carers to provide a comprehensive support and information service in the community in the London Borough of Hammersmith and Fulham – linking them with appropriate social and health services.
- You will be working within a friendly, well established team.
- This will be an excellent opportunity for you to develop your skills working with older people and in working with individuals with dementia.
- You will receive training and development opportunities.
- This is a 9am-5pm Monday to Friday role.

We are looking for people to join us who share our values and can help us deliver a high standard of care. Successful candidates will demonstrate drive, commitment and enthusiasm for the delivery of quality administrative services and support for the team, together with an ability to exercise a degree of personal autonomy and decision making to satisfy the expectations of the role.

We would likely to encourage applicants from a range of diverse backgrounds and would be keen to hear about how you could bring experience of diversity to your clinical practice.

For further information please contact Paul Byron, Team Manager, or Karen Magorrian, Senior Nurse

Paul.byron@westlondon.nhs.uk Karen.magorrian@westlondon.nhs.uk

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 and one of the highest profile mental healthcare settings in the world.

Our medium-secure and forensic services care for patients from across the South of England. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs 3,770 staff, of which 47% are from Black and Asian Minority Ethnic (BAME) background. Our turnover in 2019/20 was £314m.

In recent years there has been a trust-wide step change in culture, performance and ambition. The Trust is now rated as 'Good' overall by the CQC, 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.

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 800 referrals in its first 9 months, 54% of which are from Black and Asian Minority Ethnic (BAME) staff.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Providers (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 even extends to a GP practice supporting care homes in Ealing. This is the Trust's first foray into providing physical healthcare services on a large scale, alongside our traditional roots in mental healthcare.

Our staff rate us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust has won national awards for its workforce programmes and link Black and Asian Minority Ethnic (BAME) staff development programmes and a new system for a fairer allocation of shifts.

More recently, the Trust received an award for workforce innovation to improve staff recognition and was shortlisted for 'Mental Health Trust of the Year' 2020 by the Health Service Journal.

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're going to do something, we do it. We don't 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's 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: Dementia Link Worker

Department: Older People's Mental Health Service (OPMHS)

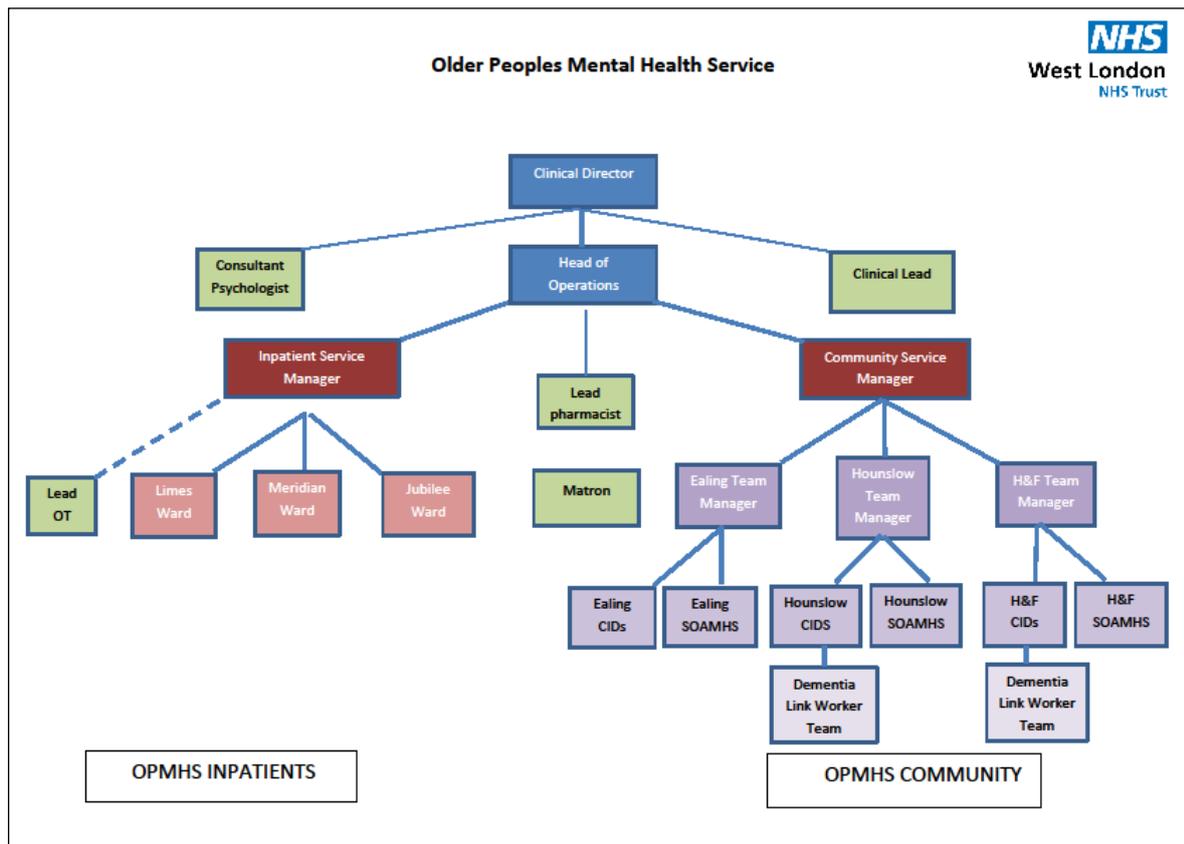
Responsible to: H&F OPMHS Team Manager

Accountable to: OPMHS Community Service Manager

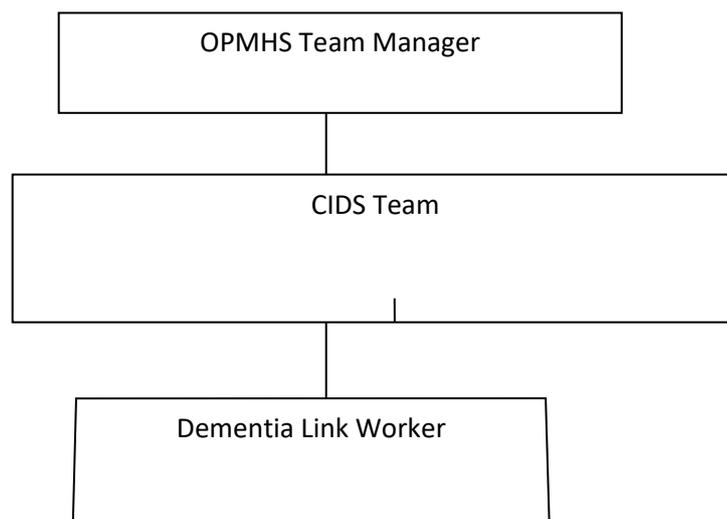
Key Relationships: Service Users, Carers, CIDS Staff, General Practitioners, Social Workers, Team Managers, External Agencies, Administration Team Members

Grade: Band 4

OPMHS Structure Chart



Dementia Link Worker Structure Chart



Job Summary:

The Dementia Link Service provides a comprehensive support and information service for people with dementia and their carers in the community in the London Borough of Hammersmith and Fulham – linking them with appropriate social and health services.

How does the service work?

Dementia Link Workers are based at the offices of Hammersmith and Fulham OPMHS but are aligned to the 5 GP networks in Hammersmith and Fulham and work closely with GP practices. They work alongside primary care, GPs and CIDS to provide support and advice so that people experiencing dementia.

Dementia Link Workers have a key role as the named worker for people with a diagnosis of dementia and their carers. This involves linking people into appropriate service provision by working closely with primary and secondary care services, London Borough of Hammersmith and Fulham, and third sector organisations.

The Dementia Link Workers are commissioned and managed by West London NHS Trust. The service works towards achieving the agreed Key Performance Indicators. West London NHS Trust actively seeks feedback from people with dementia and their carers to ensure that the service meets their needs and to enable development and improvements to future services.

Key Result Areas & Performance

The Dementia Link Worker will:

1. Be responsible for the management of a defined caseload as a key named worker for the person with dementia and their carer. This caseload will be overseen and monitored by the Hammersmith and Fulham OPMHS Team Manager.
2. Provide relevant support and information to GP networks/surgeries and relevant professionals
3. Attend meetings where required to provide support and information regarding on-going care.
4. Carry out home assessments to identify the social and health care needs of people with dementia and their carers during the whole period of the illness

5. Provide information and signposting to people with dementia and their carers and work with them so that they can have choice and control over their care plans.
6. Monitor and provide on-going emotional support for people with dementia and their carers
7. Provide specialist advice and information to people with dementia and their carers regarding services and support people with dementia and their carers to access these services.
8. Provide support to people with dementia and their carers who are finding barriers to accessing services and to help them navigate these services.
9. Be responsible for carrying out six-monthly reviews of people with dementia on cholinesterase inhibitor Therapy and Memantine, and update GPs on this. This will involve using appropriate cognitive tools e.g. RUDAS tests
10. Contact GPs and relevant professionals to update them on changes in the mental and physical health of the person with dementia.
11. Refer back to CIDS e.g. for medication issues and behavioural problems relating to dementia and inform the GP or relevant professionals of referral.
12. Refer welfare benefits work to the Community Benefits Team or on to the Alzheimer's Society or other Third Sector Services as appropriate.
13. Liaise with Social Services, GPs, West London NHS Trust staff and other health e.g. palliative care, and social care professionals so that appropriate additional services are provided for both people with dementia and their carers.
14. Inform GPs or relevant professionals when additional support has been provided for the person with dementia and/or carer e.g. respite, day centres, changes in care packages.

Other:

1. Keep detailed records of all actions undertaken on paper files and computer.
2. Attend support/supervision meetings and appropriate training courses as necessary to ensure the service has up-to-date information.
3. Perform all duties in accordance with West London NHS Trust's vision, objectives and policies and procedures.
4. Cover the work of colleagues during periods of planned and unplanned absence as appropriate.

5. Undertake any other tasks, duties or projects which may arise from time to time which are in line with the general level of this post and as directed by the CIDS Hammersmith and Fulham Team Manager or those deputizing in his/her place.
6. Abide by the standards of behaviour expected of all staff in the Trust disciplinary policy and procedures.
7. Adhere to all Trust policies and procedures and be responsible for making themselves aware of these policies and procedures.
8. Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or Organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
9. Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff. Ensure are following the Lone Working Policy at all times.
10. Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
11. Demonstrate the core principles of safeguarding and protection of Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
12. Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.
13. Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to enhance staff's knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Safeguarding children and Safeguarding Adults procedures for both at risk groups and undertake the relevant essential training and further training appropriate to their role.

Personal Development

1. Taking a shared responsibility for own development needs within this role.
2. Setting personal development objectives annually with line manager in the context of the Trust Personal Development Review (PDR).
3. To attend mandatory training courses as indicated within Trust policies and procedures and maintain personal records of training attended.

Health, Safety and Security

1. Undertaking work activities and related training as defined in the Trust health and safety policies and procedures.
2. Assisting in maintaining a safe working environment for self, colleagues and others.
3. Summoning immediate help for any emergency and taking the appropriate action to contain the emergency.
4. To adhere to Health and Safety procedures, reporting any issues, hazards or accidents in accordance with Trust policy.
5. Contact with visitors, both professional and social, on a day to day basis and ensuring they are aware of fire exits and any hazards within your area of work.
6. To report faults or hazards to the appropriate Health and Safety representatives adhering to Trust Policies and Procedures.
7. To provide support to colleagues during sickness, annual leave and other absence as required^{3,5}

Quality

1. To promote a positive image for the Trust
2. To effectively collect and record data, electronically, on RiO, SystemOne or manually as required.
3. Understanding own position and role within the organisation and immediate work team, and knowing where to go for support.
4. Arriving promptly and alerting others if late.
5. Recognising how quality procedures impact on the work being carried out and acting consistently with them.
6. Identifying problems in own area of work and taking action to remedy them.
7. Making suggestions on how quality in own area of work can be improved and contributing to quality improvement within the service as a whole.

8. To take an active part in Trust audits where appropriate and relevant.

Service Development

1. Applying the Trust's policies and procedures correctly in own work and reporting issues to line manager.
2. Correctly carrying out tasks related to evaluating services when asked.
3. Offering own views on how services can be improved.
4. Any other additional duties agreed with the post holder and line manager as appropriate to the nature of the post.

This is a description of the main duties and responsibilities of the post and as such is not intended to be exhaustive. The job description will be periodically reviewed and changed with prior consultation from time to time.

Persons Specifications

	Essential	Desirable	Evidenced by
A – Qualifications			
Health Care or relevant NVQ Level 3 and / or equivalent skills acquired through experience.	✓		A / C
- Knowledge/Experience			
▪ Significant work experience in health/social care setting	✓		A / I
▪ Experience of working with people with mental health difficulties / knowledge of local resources	✓		A / I
▪ Knowledge of Mental Capacity Act (2005), to include practical knowledge of DOLS and Best Interest decisions.	✓		
▪ Child and Adult safe guarding procedures.	✓		
▪ Lived experience of mental health issues		✓	
C – Skills			
<ul style="list-style-type: none"> ▪ Communication/Relationship skills: ▪ Effective written and verbal skills. Effective team worker. Excellent interpersonal skills. ▪ Communicate sensitive information, recognises and overcomes barriers to understanding ▪ Communicates condition related information to patients & relatives: provides empathy, reassurance 	<ul style="list-style-type: none"> ✓ ✓ ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Analytical & Judgement skills: ▪ Able to understand and explore situations requiring analysis ▪ comparison of range of options ▪ Assessment of client's ability to undertake activities ▪ Dealing with potential conflict of interest situations ▪ Deciding when it is appropriate to seek support/ assistance and onward referrals to other agencies/ services 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 		A / C / I / T

<ul style="list-style-type: none"> ▪ Planning & Organisational skills: ▪ Ability to organise own work load ▪ Ability to prioritise dependant on patient need ▪ Ability to prioritise based on service need ▪ Ability to manage own caseload with supervision ▪ Ability to anticipate shortfalls in care provision 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	<p>A / C / I / T</p>
<ul style="list-style-type: none"> ▪ People Management/Leadership/Resources ▪ Ability to form meaningful relationships with patients, carers and other providers ▪ Ability to role model professional behaviours in line with Trust values ▪ Signposting patients and carers to training opportunities ▪ Signposting patients and carers to research opportunities Supervising junior staff, co-ordinating training to carers and service users 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	<p>A / C / I / T</p>
<ul style="list-style-type: none"> ▪ IT skills: ▪ Computer literate. Sound working knowledge of Microsoft Word and Outlook and Rio 	<ul style="list-style-type: none"> ✓ 		<p>A / C / T</p>
<ul style="list-style-type: none"> ▪ Physical skills: ▪ Able to travel across the designated area in response to client/care group need ▪ Breakaway skills 	<ul style="list-style-type: none"> ✓ ✓ 		<p>A / C / I</p>

<ul style="list-style-type: none"> ▪ Abilities 			
<p>Mental Effort:</p> <ul style="list-style-type: none"> ▪ Ability to prioritise/cope with pressure. ✓ ▪ Ability to assess patients care and social health needs ✓ ▪ Ability to undertake cognitive testing ✓ ▪ Ability to undertake a functional assessment ✓ ▪ Ability to deal with an unpredictable work pattern and deal with deadlines ✓ 			A / C / I / T
<p>Emotional Effort:</p> <ul style="list-style-type: none"> ▪ Ability to deal with emotional circumstances which can happen unpredictably throughout a working day. ✓ 			A I
<p>Working Conditions:</p> <ul style="list-style-type: none"> ▪ The post will be based in an office in the community which operates a 'hot desk' system so flexible approach to work is required. ✓ 			A / I
D – Approach/Values:			
Demonstrate support for the values and beliefs of the Care Group and those of the Trust	✓		I
Demonstrate an understanding of the practices of Human Rights in the delivery of this role	✓		I
Team working	✓		I
Ability to travel across sites	✓		I
Punctual and flexible across hours of work when required	✓		I

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

How to Apply

Applications should be made via NHS Jobs:

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General Information

Main terms and conditions

Grade	Band 4
Base	Hammersmith and Fulham Older Peoples Mental Health Service, 49, Queen Caroline Street, Hammersmith, W6 9QH
Hours	37.5
Duration:	Permanent

General Information

Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- 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.

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 1998, the Caldicott principles and the common

law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

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.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. 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.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) 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.
- iv) 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. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation 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.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection

control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

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. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

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

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, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

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, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

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.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy