

PROGRESS *your* CAREER



Mental Health Discharge Facilitator

Job Description

JOB TITLE: Mental Health Discharge Facilitator

BAND: Band 7

RESPONSIBLE TO: MH Acute Response Team Manager, Assistant Director – Acute Mental Health

KEY RELATIONSHIPS:

Internal	External
Community Mental Health Service Managers Acute Crisis and Assessment Team Leads HTT Managers Modern Matrons Ward Managers Mental Health Psychiatric Consultants	Other Mental Health Trusts Patients, Carers & Relatives GPs & Other Primary Care Services Clinical Commissioning Groups NHS England Local Authorities Voluntary Sector Providers Acute Trusts Private Sector Providers Contractors / Suppliers Regulatory Bodies

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust’s Values in their day-to-day work. These are

- We are kind
- We are respectful
- We work together with our communities

The post holder will achieve this by:

Working within the North East London Foundation Trust (NELFT) to contribute to the effective operation and clinical running of the Integrated Mental Health Acute Response Services, by ensuring effective clinical delivery and support is provided to service users experiencing any form of Mental Health Crisis.

The post holder will work with the Acute Mental Health Leads to deliver the vision of the trust by providing a quality led service, which is in line with the trust vision to deliver best care through best people.

The post holder will work as part of the Mental Health Acute Crisis Response Services in ensuring that the service operates as a Single Point of Access and impact positively on Patient Flow, Bed Demand and Capacity.

The main role of the post holder is to provide clinical support to our Discharge Framework Processes. The post holder will be responsible for facilitating discharge planning within the adult acute mental health ward. The role will ensure it provide leadership and support to ward based Multi-Disciplinary Team (MDT) and to the Home Treatment Team (HTT) Link Workers who take a lead in identifying and supporting early discharges.

There is an expectation the discharge coordinator will be knowledgeable of local resources and skilled in accessing relevant services/agencies to support safe and effective discharges. They will ensure robust discharge and safety plans have been developed in collaboration with the ward MDT/ Patients/ carers, HTT link Workers and all other services/organisations involved in the individual's care.

The post holder will be expected to lead and contribute to development of policies, procedures, protocols, and guidelines relating to discharges from in-patient services and will actively initiate and participate in clinical activity and relevant audits within their specialist area.

The Post Holder will also have clinical alignment within the **Integrated Crisis Assessment Hub (ICAH)** which holds the following services and will be expected to work alongside them

- Bed management
- Street Triage
- Mental Health Direct
- CAMHS Out of Hours

In addition to the above, the post holder will work closely with the following crisis pathway

- Bleep Holder Team (136 suite)
- Liaison & Diversion service
- Emergency Duty Team (AMHP Team)

The postholder will hold a relevant clinical qualification to degree level in Psychiatric Nursing or hold an AHP registration and have extensive experience of working within mental health services. They might be required to take a lead role in the leadership of junior staff and support through supervision, training and appraisal.

Key Responsibilities:

- To work in collaboration with the multidisciplinary team, Social Services and other relevant personnel in both the hospital and community to plan and manage timely and appropriate transfers of care (discharge) for patients from the hospital.

- To work in partnership with the wards, community teams and external Health agencies in relation to the provision of all aspects of care following discharge.
- To support and work alongside the ICAH Clinical Leads to prevent unnecessary admissions and support with the process that governs internal transfers of patients within the inpatient wards.
- To attend weekly bed management meetings to discuss and support the transfer of care arrangements for patients.
- To attend ward reviews as and when required, to negotiate and support transfer of care arrangements for patients.
- To be responsible for identifying potential complex discharges on/ during admission, and in collaboration with the multidisciplinary team set and monitor discharge dates.
- To develop and maintain links with community health providers, Voluntary Community Sector Enterprise (VSCE) and other services which can support the facilitation of discharges from inpatient wards and maintain a consistent point of contact records to build good working relations.
- Attend Multi-Disciplinary Team meetings, Professionals meetings and participate in the decision-making process with regard to the effective and timely discharge or transfer of individual patients whilst understanding and respecting the opinions and expertise of all MDT members.
- To identify and escalate delays in discharges to the Acute Crisis Service lead for further escalation to the Assistant Medical Director
- To maintain accurate and contemporaneous records relating to individual patient transfers of care.
- In collaboration with professional colleagues to proactively manage and negotiate complex transfers of care e.g. Social care packages, appropriate placements and care for disadvantaged patients e.g. the homeless.
- To provide a good role model, develop and maintain good systems of communication, be able to communicate with a wide range of people in a range of situations.
- To be able to report verbally and in writing about clients' progress, assessments and care planning to the wider multi-disciplinary team.

- To be able to communicate effectively with clients and their families/carers regarding discharge planning and safety plans.
- To be aware of changes in legislation and processes, that may influence the outcome of transfer of care for client groups and ensure the Trusts current policies and procedures follow any changes in legislation.
- Providing leadership to junior staff carrying out assessment of service user's suffering from any mental health crisis.
- Working collaborative with the Home Treatment Teams, Community Recovery Team, Access Teams, Inpatient wards, Substance misuse team, Perinatal team and primary services
- Ensuring decisions regarding service user's assessment are appropriate and planned in a safe and effective manner which is in line with the CQC line of enquiries.
- Provide specialist clinical advice to other team members on the suitability of various assessments and intervention methods where appropriate.

Clinical Skills

- To act as an autonomous, registered practitioner who is legally and professionally accountable for own unsupervised actions guided by the professional code of conduct and Trust guidelines and protocols.
- Provide a specialist assessments and interventions of patients, including those with multiple pathologies/complex mental health I needs, taking into consideration the patient's physical/cognitive/perceptual skills to identify the patient's abilities and areas of difficulty.
- Have specialist knowledge in the field of mental health in order to carry out assessments and interventions in both one-to-one and group sessions, underpinned by relevant theoretical approaches whilst ensuring regular evaluation of the care plan.
- Continuing evaluation and reassessment of patient progress and the altering of treatment programmes if required of the HTT Caseload and make key decisions re patient care
- To oversee decisions made by the team in the day to running of the service and escalate any complex / high risk issues to the team manager

- To be responsible for maintaining accurate and evaluative / comprehensive patient records in accordance with the Service / organisation standards on record keeping, and in line with professional standards of practice.
- To take a lead role in the guidance of students to adhere to best practice.
- Work with others to establish a service which facilitates the patients' timely discharge from the service.
- Ensure treatment offered is based on the best available evidence for effectiveness in the specialist area where it is applied.
- Work within Trust clinical guidelines and professional guidelines to monitor own and others quality of practice.

Leadership

- Undertake day to day clinical prioritisation and work planning, for self and that of the service as required to ensure the provision of a high quality service.
- To participate and take a lead role in the development of an effective team and the development of productive working relationships throughout the Trust.
- To facilitate the development of a positive and 'supportive' team culture by taking responsibility for dealing effectively with potential conflict.
- To maintain good professional standards of behaviour and appearance.
- To advise, encourage and share knowledge utilising the latest research and practice development, through literature, peer reviews and in-service training programme.
- To be responsible for maintaining own competency to practice through continuing professional development activities, maintain a portfolio which reflects personal development and encourage others to do likewise.
- To take an active interest in working parties and groups within the Trust to develop and improve on service delivery, protocols and guidelines as appropriate.
- To participate in the audit process, linking in with the clinical governance agenda.
- Evaluate the quality of own work and make improvements where necessary ensuring all issues and related risks are raised with Manager.

- Report all complaints and or incidents with accordance with Trust procedures and ensure Manager is informed. To investigate complaints as requested by assistant director
- To deputise as required for the service/ manager in their absence, provide support and be involved with service development.
- Lead on or contribute to designated projects as delegated across the areas of clinical responsibility.
- To have an awareness of patient metrics and information for example KPI's and CQUIN targets

Administration

- To be computer literate and encourage implementation of the Trust's IM&T Strategy.
- To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times.
- Responsible for maintaining accurate and comprehensive patient records, in line with professional standards of practice and within the parameters lead down in Trust Record Keeping policies and Information Sharing Protocols.
- Keep a record of equipment issued and returned, as required by the various suppliers and departmental procedures.
- Participate in general clerical duties, administrative tasks and organisation of the service as required.
- Responsible for own time management and monitoring of others through supervision.

Communication

- To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within and outside of the Trust.
- To be able to communicate information of a sensitive or complex nature, or information that may be perceived as unwelcome to a patient and their family/representative regarding; their mobility, expectations of rehabilitation or the degenerative nature of the patient's condition.
- To anticipate barriers to communications and resistance to change and to be able to manager these effectively, liaising and seeking appropriate support as required.

- To have a wide range of knowledge in approaches to communicating and managing patient care.
- Communicate agreed treatment/care plans to other colleagues and partnership agencies and liaise with them at formal and informal meetings.
- Provide written and verbal reports as required at any stage in the treatment process.

Training

- To lead in the education, appraisal, supervision and training of more junior members of staff, support workers and rehabilitation assistants.
- To ensure own continued professional development and support a culture of lifelong learning in self and others.
- To undertake, and assist, in the planning of own mandatory training and workshops.
- To actively participate and undertake a regular appraisal, developing a personal development plan in conjunction with your supervisor.
- To lead and participate in the in-service training programme through, co-ordination of, attendance at, participation in, in service training programmes.

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;

- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability,

sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the 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.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

Amendments

This is a description of the post as it is at present constituted. In consultation with the post holder, periodic reviews will be carried out to ensure that the job description relates to the job being performed and to incorporate any changes being proposed. It is hoped that agreement can be reached to any reasonable changes. If this is not possible your line manager reserves the right to make changes to the job description in consultation with you.

Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> - We are kind - We are respectful - We work together with our communities 	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
GCSE English and Maths or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
Current RMN Registration	✓		Application Form Interview Assessment
Teaching Qualification		✓	Application Form Interview Assessment

Experience	Essential	Desirable	Measurement
To have experience as a caseworker / named nurse.	✓		Application Form Interview
Assessing, planning, implementing and evaluating aspects of care.	✓		Application Form Interview
Working / liaising with	✓		Application Form Interview

multi-disciplinary teams and other agencies in the provision of care.			
Broad experience of working with older people with mental health needs.	✓		Application Form Interview/Assessment
Experience of home treatment teams		✓	Application Form Interview

Knowledge	Essential	Desirable	Measurement
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview
Knowledge of the Mental Health Act, Mental Capacity Act and Deprivation of Liberty Standards	✓		Application Form Interview

Skills	Essential	Desirable	Measurement
Awareness of IT and IT skills	✓		Application Form Interview Assessment
Good communication skills, both written and verbal.	✓		Application Form Interview
To demonstrate ability to use effective time management and ability to work under pressure.	✓		Application Form Interview
To demonstrate ability	✓		Application Form

to work effectively in a changing environment.			Interview
Ability to work as part of a team	✓		Application Form Interview
Excellent interpersonal skills, ability to listen to others' views and respect and value individuals from a diverse range of backgrounds	✓		Application Form Interview
Ability to inspire hope and support recovery	✓		Application Form Interview
Ability to engage with service users/relatives with empathy and compassion	✓		Application Form Interview

Other	Essential	Desirable	Measurement
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel efficiently throughout the area	✓		Application Form Interview
Ability to manage Conflict and challenge inequality	✓		Application Form Interview