



NHS

West London
NHS Trust

Candidate information pack



Promoting hope & wellbeing **together**

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Welcome

Dear Candidate

Thank you for your interest in the Registered General Nurse for Older People's Mental Health Services. This pack provides you with all the information you may need to apply for this vacancy.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through our Integrated Care Services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with Integrated Care Partnerships and at the wider system level, as a strong voice for integrated services and the most vulnerable in society.

I am looking for a candidate with the drive, enthusiasm and vision to lead the expansion and transformation of both mental health and community services in collaboration with our staff and our partners.

Thank you for your interest this role and I wish you every success with your application.

Yours sincerely

Immaculate Robson

Ward Manager

Jubilee Ward

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 with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as 'Good' overall by the Care Quality Commission, 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.

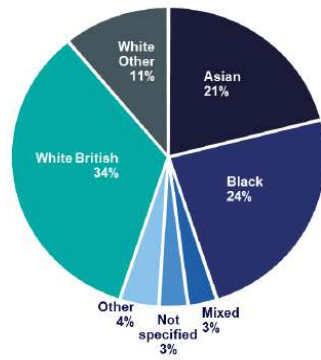
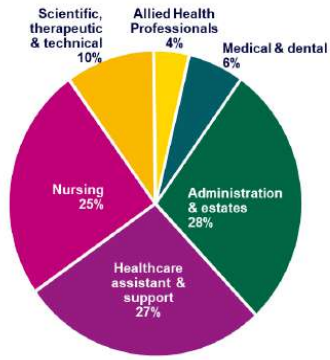
The Trust leads the North West London CAMHS provider collaborative. This involves managing the delegated specialist-commissioning budget with a commitment to a recurrent investment of £1.8m a year for community services. This includes a reduction in hospital admissions, improved provision of care closer to home through reduced out of area placements and reduced length of stay for children and young people. Our forensic services are part of the North London Forensic Consortium. Patient care is founded on recovery and co-production principles.

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 900 referrals in its first 9 months, 54% of which are from BAME staff, which broadly matches the workforce profile across North West London ICS.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (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 extends to a GP practice supporting care homes in Ealing.

Our staff have rated 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 was highly commended in the mental health trust category of the year HSJ Awards in 2020. It received an award for workforce innovation to improve staff recognition in the same year.

More details about the Trust's services and workforce are shown in the diagram below



188,167 patients using or referred to our services

182,226 patients seen in the community

6,247 older people using or referred to our dementia services

8,141 children & young people using or referred to our services

2,965 inpatients

Registered disabled 4.3%

LGBTQ+ 2.8%

Male 35%

Female 65%

142,107 in Ealing

21,153 in Hammersmith & Fulham

22,174 in Hounslow

Across 40+ sites

How we are organised

Jubilee ward provides care for older adults who are frail and have acute functional mental health difficulties or dementia. Jubilee ward is an 18 bedded acute admission ward with 9 female and 9 male beds. We aim to provide the best mental and physical health care to our patients who are often vulnerable and may lack capacity to decide upon their care needs. Jubilee ward works in partnership with patients and carers and is registered with John's campaign.

We are looking for Registered General Nurse who is passionate about caring and committed in delivering the highest quality of care. To thrive in this role, you need to be resilient, motivated, and committed to adapt to working in an ever-changing environment. For further information, please read the attached Job Description and Personal Specification.

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 are going to do something, we do it. We do not 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 is 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	Registered General Nurse (RGN)
Grade	Band 5
Responsible to	Ward Manager
Responsible for	Ward Manager

Key Relationships

Internal:

External:

Job Summary

The RGN Staff Nurse will be responsible for the assessment of care needs and the development, implementation and evaluation of programmes of care; and maintaining associated records. They will also assist in leading and monitoring the performance and work of the nursing staff; supervising the work of other nursing staff, HCAs and student nurses. The RGN Staff Nurse will deputise for the Clinical Ward Manager when required.

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1. To develop and maintain communication with individuals and/or groups of patients, carers and staff, about difficult matters and/or in difficult situations.
 2. To develop own knowledge and skills and contribute to the development of others.
 3. To promote, monitor and maintain best health, safety and security of self and others in work area.
 4. To contribute to the improvement of the service.
 5. To contribute to improving quality
 6. To support people's equality, diversity and rights.
 7. To contribute to promoting health and wellbeing and preventing adverse effects on health and wellbeing.
 8. To assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs.
 9. To plan, deliver and evaluate care to meet people's health and wellbeing needs.
 10. To transport people and/or items.
 11. To input, store and provide data and information.
 12. To monitor expenditure.
 13. To supervise people's work

Job Purpose

The Registered General Nurse will be responsible for the assessment of care needs and the development, implementation and evaluation of programmes of care; and maintaining associated records. They will also assist in leading and monitoring the performance and work of the nursing staff; supervising the work of other nursing staff, HCAs and student nurses. The Staff Nurse will deputise for the Clinical Ward Manager when required.

Overview of Main Duties and Responsibilities

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Main Duties and Responsibilities

1. Communication (Core Dimension 1, Level 3):

1.0 To develop and maintain communication with people about difficult matters and/or difficult situations.

This involves:

1.1 Communicating with people in a manner which:

- is consistent with their level of understanding, culture, background and preferred ways of communicating
- acknowledges the purpose of the communication
- is appropriate to the context
- encourages their participation
- responds to communication of any kind from them.

1.2 Improving communication through:

- changing the environment
- changing the methods of communicating
- modifying the content and structure of communication

1.3 Confirming that you have accurately interpreted communications

1.4 Providing feedback to other staff on their communication at appropriate times

1.5 Maintaining accurate patient records, and staff records as required

1.6 Maintaining confidentiality during communication consistent with Trust policy and legislation; gaining any necessary authorisation for releasing information prior to doing so.

2. Personal Development and Development of Others (Core Dimension 2, Level 3):

2.0 To develop oneself and contribute to the development of others.

This involves:

2.1 Taking responsibility for own professional development and performance, and maintaining own portfolio in accordance with re-registration requirements

2.2 Identifying own development needs in relation to current practice and future plans; setting personal development objectives in the context of the Trust PDR system

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- 2.3 Makes effective use of learning opportunities.
 - 2.4 Mentors student nurses and junior staff. Helping others to identify:
 - their current level of knowledge and skills
 - their learning needs and preferences
 - good practice
 - 2.5 Reflecting on application of knowledge and skills to meet current and emerging work demands and the requirement of KSF through:
 - Clinical Supervision
 - Reflective practice groups.

3. Health, Safety and Security (Core Dimension 3, Level 3):

- 3.0 To promote, monitor and maintain best practice in Health, safety and security.

This involves:

- 3.1 Identifying and assessing the potential risks involved in work activities and how best to manage these risks
- 3.2 Undertaking work activities and related training as defined in Trust's health and safety policies and procedures; and legislation
- 3.3 Monitors a safe working environment for self, colleagues, patients and others
- 3.4 Making sure that colleagues know where you are during work hours
- 3.5 Summoning immediate help for any emergency and taking the appropriate action to contain it
- 3.6 Reporting any issues/incidents in the workplace that may put health, safety and security at risk.
- 3.7 Identified how health, safety and security can be improved and takes action to put this into effect.
- 3.8 Demonstrate an awareness of Trust ward policies, procedures and protocols.
- 3.9 Utilize management skills to take charge of the unit/team as required
- 3.10 Recognize the positive effects, and side effects of prescribed drugs and drug interactions.
- 3.11 Administer medication in line with NMC guidelines.
- 3.12 Deliver effective, safe and high standards of care that it is within clinical competences.
- 3.13 Demonstrate at all times adherence to the NMC Code of Conduct and associated guidelines
- 3.14 Demonstrate the ability to participate in management supervision, clinical supervision and peer review process.
- 3.5 Demonstrate responsibility for professional development using Personal Development Plan and portfolio.

4. Service Development (Core Dimension 4, Level 2):

- 4.0 To contribute to the improvement of the service.

This involves:

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- 4.1 Applying legislation and the Trust's policies and procedures correctly in own work
 - 4.2 Identifying:
 - how to contribute effectively to service evaluation
 - own potential role within evaluations
 - 4.3 Evaluating own and team work as agreed accurately completing the relevant documentation (e.g. clinical audits, patient satisfaction surveys etc.)
 - 4.4 Making constructive suggestions as to how services can be improved in own area of work
 - 4.5 Seeking appropriate support to make changes that are beyond own role or competence.

5. Quality (Core Dimension 5, Level 3):

- 5.0 To contribute to improving quality.

This involves:

- 5.1 Understanding your role in the organisation and the team, and the scope of that role; seeking help when unsure
- 5.2 Prioritising own workload and organising own work to meet these priorities and reduce risks to quality
- 5.3 Keeping up-to-date and acting consistently with quality systems, standards and guidelines
- 5.4 Alerting the team to developments in quality and recommending how own and others' work should change as a result
- 5.5 Evaluates the quality of work in own area and alerting others to quality issues.

6. Equality, Diversity and Rights (Core Dimension 5, Level 2):

- 6.0 To support quality and value diversity.

This involves:

- 6.1 Interpreting the rights and responsibilities of people consistent with the letter and spirit of the law, the Trust's policies and professional standards
- 6.2 Generating and sustaining relationships that maintain and promote human dignity, rights and responsibilities
- 6.3 Challenging behaviour, which infringes the rights of others and supporting those who need assistance in exercising their rights
- 6.4 Identifying and taking action to address discrimination and oppression
- 6.5 Recognising dilemmas in the promotion of rights and developing appropriate ethical solutions
- 6.6 Reflecting on and challenging assumptions and ways of working by self and others.

7. Promotion of Health & Wellbeing and Prevention of Adverse Effects on Health & Wellbeing (Specific Dimension HWB1, Level 1):

- 7.0 To contribute to promoting health and wellbeing preventing adverse effects in health and wellbeing.

This involves:

- 7.1 Identifying the factors which have a positive and negative effect on the health and wellbeing of service users and their carers.
- 7.2 How best to promote health and wellbeing and prevent adverse effects.
- 7.3 Assist service users and their carers to be involve din activities and make decisions.
- 7.4 Undertake activities consistent with legislation, policies and procedures.
- 7.5 Record all activities and alert others in the team to any issues that may arise.

8. Assessment & Care Planning to meet Health & Wellbeing (Specific Dimensions HWB3, Level 3):

8.0 To assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs.

This involves:

8.1 Explaining clearly to people:

- own role and its scope
- own responsibilities
- own accountability
- the information that will be obtained and stored in records
- with whom this information might be shared
- what is involved in the assessment

8.2 Respecting individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort and encouraging full participation in the assessment

8.3 Obtaining:

- informed consent to the assessment process
- information on people's needs and the overall context in which they live

8.4 Using assessment methods and processes of reasoning which:

- balance additional information against the overall picture of the individual's needs to confirm or deny developing hypotheses
- are capable of justification given the available information at the time
- are likely to result in the optimum outcome

8.5 Interpreting all of the information available and making a justifiable assessment of people's health and well-being, related needs and risk consistent with level of accountability and relevant legislation

8.6 Referring people to other practitioners when their needs are beyond own role or scope of practice

8.7 Appropriately collating and structuring data on health and wellbeing and related needs and making it available to relevant people.

9. Provision of Care to meet Health & Wellbeing Needs (Specific Dimension HWB5, Level 3):

9.0 To plan, deliver and evaluate care to meet people's health and wellbeing needs.

This involves:

9.1 Identifying:

- goals that are appropriate to the needs, circumstances and wishes of the people concerned
- the nature of support that people need

9.2 Developing plans of care that are appropriate to the people concerned and consistent with:

- the outcomes of assessing their health and wellbeing needs
- the risks that need to be managed
- agreed goals

9.3 Preparing appropriately for the different interventions

9.4 Supporting people throughout encouraging them to promote their own health and wellbeing and to express their interests and concerns

9.5 Undertaking interventions in a manner that is consistent with:

- evidence-based practice
- own scope of practice
- legislation

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- 9.6 Evaluating the effectiveness of the interventions in meeting the agreed goals and making any necessary modifications consistent with initial agreements
 - 9.7 Rigorously reviewing all aspects of the plan of care and identifying when it is not effective in addressing people's needs
 - 9.8 Improving the effectiveness of plans of care to better meet people's needs.

10. Transport & Logistics (Specific Dimension EF3, Level 1):

10.0 To transport people and/or items:

This includes:

- 10.1 Appropriate preparation prior to an activity being undertaken.
- 10.2 Identifying the risks involved in the transportation in order to minimise risk.
- 10.3 Transport people consistent with legislation, policies and procedures.
- 10.4 Documenting accurate reports and reporting to other team members.

11. Information Processing (Specific Dimension IK1, Level 1):

11.0 To input, store and provide data and information.

This involves:

- 11.1 Accurate input and storage of information consistent with legislation, PTP.
- 11.2 Retrieves information as requested and maintains information safely and correctly.

12. Financial Management (Specific Dimension G\$, Level 1):

12.0 To monitor expenditure.

This involves:

- 12.1 Monitoring resource levels and obtaining more when needed.
- 12.2 Checking resources received and identifying any issues.
- 12.3 Taking the appropriate action in relation to issues with resources.
- 12.4 Controlling and storing resources according to requirements and specifications.

13. Management (Specific Dimension G6, Level 1):

13.0 To supervise people's work.

This involves:

- 13.1 Providing opportunities to team members to contribute to the planning and organisation of their work
- 13.2 Developing and explaining plans and work activities to team members:
 - in sufficient detail
 - at a level and pace appropriate to the individuals concerned and confirms their understanding of what has been said
- 13.3 Providing team members with opportunities to assess their own work
- 13.4 Assessing the performance of team members objectively against clear and agreed criteria in the context of the Trust appraisal system
- 13.5 Providing clear feedback to team members in a situation and in a form most likely to maintain and improve performance

- 13.6 Providing opportunities for team members to respond to feedback and recommend how they could improve their work
- 13.7 Reporting poor performance to a relevant person for them to take action.

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.

Person Specification

	Criteria	Essential	Desirable	Assessment Method
Qualifications	Registered on the NMC register, RGN. Diploma/Degree in general nursing. Working towards Mentorship qualification Mandatory Training up-to-date Willing to complete accredited courses in mental health practice.		Degree in Health Care related subject NVQ Assessors qualification (JA1) Associate mentor qualification Mentor Qualification	Portfolio at interview Interview Application form

Experience	<p>Experience in the application of the competences required to achieve KSF Core Dimension.</p> <p>Experience in the application of processes related to the specific dimensions.</p> <p>A sound working knowledge of the NMC Code of Practice</p>			
Knowledge	<p>Able to demonstrate progression to achieve full KSF post outline.</p> <p>Able to demonstrate achievement of Core Dimension for the KSF post outline.</p> <p>Able to demonstrate significant progression to achieve specific dimensions for the KSF post outline.</p>			
Skills				
Other Requirements				

Assessment Key

AF - Application Form

I - Interview

T - Test

P - Presentation

How to Apply

Applications should be made via NHS Jobs.

For more information or an informal chat/visit please contact

Immaculate Robson

Immaculate.Robson@westlondon.nhs.uk

02083548114

Main terms and conditions

Salary	Band 5
Base	St Bernard's Hospital, Jubilee ward
Hours	37.5 hours
Notice period	4 weeks

General

The post holder may be required to work at any of the Trust's sites in line with the service needs. 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.

Fit and Proper Person Test

All Trust Board appointments are expected to be in accordance with the requirements of the Fit and Proper Persons Test, which covers evidencing suitability for the role, background checks and compliance with NHS Code of Conduct for Managers.

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 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

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.

Health & safety

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.

Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. 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. 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.

Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers 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.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures. It is our expectation that staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection.

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. 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 and its stakeholders.

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

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

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 and part time working status.

Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

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.

Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.