



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 Clozapine community mental health nurse role for the CARMHS service line. 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

Leon Kaday

Community Matron Ealing MINT/ Lead for Tri borough Clozapine service.

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.

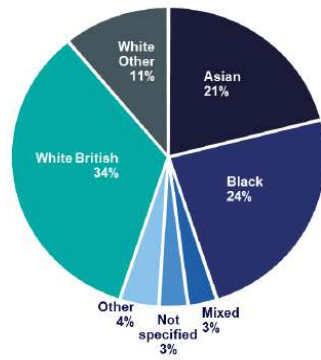
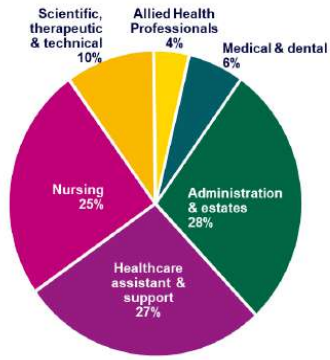
The Trust leads the North West London CAMHS provider collaborative. This involves managing the delegated specialist-commissioning budget with a commitment to a recurrent investment of £1.8m a year for community services. This includes a reduction in hospital admissions, improved provision of care closer 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

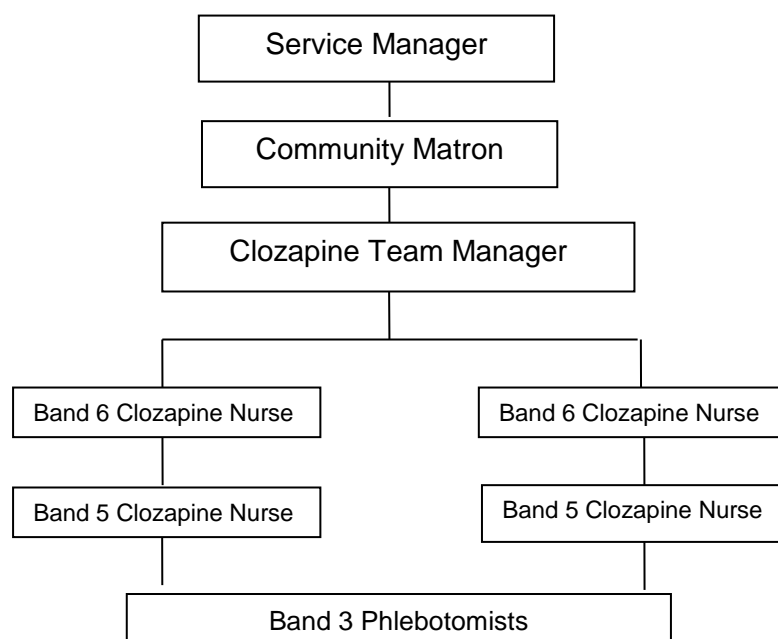
22,174 in Hounslow

Across 40+ sites

How we are organised

The Clozapine community mental health nurse role will act within the structure of the Clozapine service (see below). This will also act within the structure of the wider CARMHS service line with particular linkage with the MINT (Mental Health Integrated Network Teams) teams and Early Intervention teams in the Boroughs we serve.

Structure Chart



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	Clozapine Community Mental Health Nurse
Grade	Band 6
Hours	37.5 a week Mon-Fri 9-5
Location	Ealing and Hounslow Clozapine
Responsible to	Team Manager

Key Relationships

Internal: CATT teams, MINT team's Early intervention teams, Psychiatric liaison service, Single point of access, Inpatient Wards.

External: GP practices, Local Authority Teams, Police, Voluntary and Statutory agencies.

Job Summary

The aims of this post are to improve the care and monitoring of all patients in the Trust who are receiving clozapine and to improve the physical healthcare of mental health patients. The post holder will provide a clozapine service to both community patients and inpatients.

The role will involve monitoring patients mental and physical health, coordinating clozapine clinics and liaising closely with patients, carers, inpatient units, CPNs, community teams, GPs, Consultant Psychiatrists and others to ensure the wellbeing of patients and to promote the general understanding of medication and monitoring issues.

The role will also involve providing a wide range of physical health monitoring and treatment and working with the Clozapine Team manager and Community Matron to participate in development of the Clozapine service across the three boroughs.

The post holder will be provided line management and clinical supervision by the Clozapine Team Manager. The post holder will work closely with fellow Clozapine nurses, Phlebotomists and the Team Manager to ensure high quality service delivery and cross cover across the three boroughs.

The clozapine service is a tri- borough service based in Hounslow, Ealing and Hammersmith. This post will be based primarily in Hounslow and also based in the Ealing clozapine service. There may be rare occasions when support is needed in the Hammersmith clinic. The clozapine mental health nurse will be given full support when covering other areas from the team phlebotomists and the leads for the service. Coverage of other areas will not be given as an extra workload or duty, but allocated within the 37.5 hours a week.

There is a medium to long term plan for the clozapine service to be integrated in the location of community mental health services in the local MINT teams (Mental health integrated network team) which will be in the catchment of the existing locations of the clozapine service.

Person Specification

	Criteria	Essential	Desirable	Assessment Method
Qualifications	<input type="checkbox"/> Registered Nurse with current registration [mental health/LD/Adult], appropriate to the job role	✓		AF - Application Form I - Interview
	<input type="checkbox"/> Evidence of continuous professional development	✓		
	<input type="checkbox"/>	✓		
	<input type="checkbox"/> Completion of Mentorship Course/ENB equivalent	✓		
	<input type="checkbox"/> Further professional qualifications		✓	AF
	<input type="checkbox"/> Phlebotomy training		✓	AF and I

Experience	<input type="checkbox"/> Experience of working alongside people with complex health problems in the designated care group	✓		AF and I
	<input type="checkbox"/> Experience of supervising staff	✓		AF and I
	<input type="checkbox"/> Experience of managing a caseload	✓		AF and I
	<input type="checkbox"/> Experience of providing a range of clinical interventions to people in the designated care group with a variety of health problems	✓		AF and I
	<input type="checkbox"/> Experience of working consultatively with professionals	✓		AF and I
	<input type="checkbox"/> Experience of conducting clinical assessments including risk assessments	✓		AF and I
	<input type="checkbox"/> Experience of partnership working within and across various statutory and non statutory teams and agencies	✓		AF and I
	<input type="checkbox"/> Experience of working within the CPA process or new systems for working within shared care and enhanced in Mental health services.	✓		AF and I
	<input type="checkbox"/> Previous experience of working in the community	✓		AF and I
	<input type="checkbox"/> Contribute to the implementation of services.			AF and I
	<input type="checkbox"/> Lived experience of mental health issues		✓	AF and I

Knowledge	<input type="checkbox"/> Understanding of clinical governance	✓		AF and I
	<input type="checkbox"/> Knowledge and understanding of the principles of recovery and their application to risk management, positive risk taking and strengths orientated approaches to care delivery.	✓		AF and I
	<input type="checkbox"/> Knowledge of MHA and governance structures	✓		AF and I
	<input type="checkbox"/> Experience of working in Inpatient area.		✓	AF and I
	<input type="checkbox"/> Relevant life experience		✓	AF and I

Skills	<input type="checkbox"/> IT skills, using clinical documentation systems, spreadsheets, Email systems and electronic calendar.	✓		AF and I
	<input type="checkbox"/> Writing skills- writing patient notes on electronic documentation, writing emails to colleagues	✓		AF and I
	<input type="checkbox"/> Communication skills- able to communicate information to patient's colleagues and other services. Able to listen and provide adaptable verbal responses.	✓		AF and I
	<input type="checkbox"/> Medication management Skills, drug calculations, administering correct medication to right patient. Side effect assessment skills and ability to take appropriate action.	✓		AF and I
	<input type="checkbox"/> Physical health assessment skills. Able to use physical health equipment (Blood pressure machine, BM machine, etc). Able to document physical health results and act on physical health concerns with awareness of the parameters of physical health (blood pressure, Blood sugar, Lipids, BMI etc) and escalation actions.	✓		AF and I
	<input type="checkbox"/> Mental health assessment skills – able to complete a mental state examination and assess mental health and support needs of patients and refer to appropriate services.	✓		AF and I
	<input type="checkbox"/> Able to work with diverse patient groups including patients from BAME backgrounds.	✓		AF and I
	<input type="checkbox"/> Organisational skills – able to organise clinics, involving appointments to administer clozapine medication to patients, Able to prioritise and make arrangements for when patients have missed appointments.	✓		AF and I
	<input type="checkbox"/> Skills of personal resilience. Knowledge of how to manage personal stress. Awareness to share concerns in supervision. Ability to maintain a healthy work/life balance and maintain personal wellbeing, requesting and accessing support when needed.	✓		AF and I
	<input type="checkbox"/> Phlebotomy skills able to take bloods from patients and send for analysis.		✓	AF and I
<input type="checkbox"/> Able to use clozapine clinic equipment effectively, including machinery used to analyse blood results, maintain maintenance of this equipment and report concerns		✓		

Other Requirements	<ul style="list-style-type: none"> ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust 	✓		AF and I
	<ul style="list-style-type: none"> ▪ The ability to multi task and mental adaptation to different unpredictable situations 	✓		AF and I
	<ul style="list-style-type: none"> ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust 	✓		AF and I
	<ul style="list-style-type: none"> ▪ Role models high standard of professional qualities e.g. punctuality and due diligence, honesty, responsibility, compassion 	✓		AF and I
	<ul style="list-style-type: none"> ▪ Respectful to others. Able to discuss issues calmly and constructively 	✓		AF and I

Assessment Key

AF - Application Form

I - Interview

T - Test

P - Presentation

How to Apply

1

Applications should be made via NHS Jobs.

Main terms and conditions

Salary	Band 6
Base	Main Site Hounslow, will also be based at Ealing. Cover may also be required at Hammersmith on rare occasions.
Hours	37.5 hours
Notice period	8 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.