

**JOB DESCRIPTION**

Discharge Liaison Nurse

**Reviewed**

September 2020

# LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

## Job Description

1. Job Details
<p><b>Job Title:</b> Discharge Liaison Nurse</p> <p><b>Pay Band:</b> Band 6</p> <p><b>Reports to (Title):</b> Ward Manager</p> <p><b>Accountable to (Title)</b> Inpatient Management team</p> <p><b>Location/Site/Base:</b> Adult Inpatient Division</p>
2. Job Purpose
<p>To support the acute mental health wards, crisis resolution &amp; home treatment teams and out of area placements, in facilitating timely, effective and safe discharge for those individuals that have had an inpatient admission.</p> <p>The role is also responsible for ensuring that all patients have an up to date and relevant discharge plan, taking proactive actions to reducing any potential delays in discharge.</p> <p>The post holder will have clinical and managerial expertise to assist the Ward Teams with discharges and proactively manage these.</p>
3. Nature of the Service
<p>The Discharge Liaison Nurse will sit within the Acute Ward Teams which are responsible for the identification, assessment; care planning, implementation and review of the needs of service users. The nursing team works in partnership with carers, other members of the multi-disciplinary team and community agencies.</p> <p>Working closely with those service users who are acutely mentally unwell and have a wide range of diagnosis. Inpatient services is a large sector and the nursing team work flexible hours and across all areas of inpatient services. It is expected that at times you may need to be redeployed to other areas to assist them in the caring of service users.</p>
4. Organisation Chart
<pre>graph BT; A[Discharge Liaison Adminstaror] --&gt; B[This Post]; B --&gt; C[Ward Manager]; C --&gt; D[Service Manager]</pre>

## 5 Duties

- To support Acute wards, CRHT and CMHT from point of admission to discharge, in terms of identifying and collaborating with other disciplines, patient and carer.
- To act as a point of contact on the acute wards, in order to provide an up to date summary or overview of the current situation on each patient.
- Ensure effective multidisciplinary planning is integral to care management throughout admission and discharge process is responsive to needs of service user and carers.
- Formulating Discharge Care plans with patients
- Arranging & chairing best interest meetings
- Completing 117 documentation
- To identify any blocks to discharge and work closely with those involved to find a resolution.
- To ensure that onward referrals (CMHT, SW, IMPACT, CCG, etc.) are completed in a timely and efficient manner.
- To work alongside and support the names nurse where no current care co-ordinator is involved.
- Attend appropriate meetings; including Morning Meetings, Ward Rounds, Inpatient Pathway meetings, huddles, bed management meetings, CTRs
- Maintain accurate and comprehensive documentation and patient records either written or IT based in line with both Trust policy and NMC guidelines.
- Demonstrate a knowledge of information governance and the need to protect patient confidential information
- Participate in regular management and clinical supervision

### Education, Training and Personal Development

- Identify personal educational needs which consolidate own learning from point of registration.
- Apply the principles of reflective practice to enhance performance and contribute to ongoing learning.
- Identify additional knowledge and skills to perform existing and emerging role.
- Produce a personal development plan which strengthens their competence to deliver safe nursing practice reflecting current job requirements.
- Complete mentor training in accordance with the assessment and learning in practice standard (NMC) and fulfil the appropriate responsibilities to support learners in practice

## 6. Skills Required for the Post

### Communication and relationship skills

- Always act in a dignified and responsible manner with service users, carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- Develop and maintain communication (sensitive, complex and contentious) with other teams, external agencies, families and carers in order to promote good client care and deliver initiatives such as Care Programme Approach. Is able to communicate both verbally and in writing at all levels in a multi-disciplinary forum and effectively contributes to MDT.
- Provide and receive complex information where persuasive, motivational, negotiating, empathic and re-assurance skills are required to support service users through their recovery period.
- Maintain strict confidentiality of complex and sensitive client information at all times.
- Develop communications with other departments e.g. Nursing and Clinical Governance, and with external providers, voluntary agencies and user organisations, building effective working partnerships to deliver the highest standards of care.
- Works in partnership and is able to collaborate with other professionals.

### Analytical and judgment skills

- Develop and complete nursing and risk assessments, analysing and deciding the most

appropriate approach to implementing discharge care plans in association with MDT, agreeing objectives with service users and carers. Will assess analyses and consider complex needs of patients and carers.

### **Planning and Organisational skills**

- Adjust own workload in response to prevailing circumstances
- Ability to prioritise conflicting demands

### **Physical skills**

- To be physically fit to partake in restrictive interventions if required

## **7. Responsibilities of the Post Holder**

### **Responsibilities for direct/indirect patient care**

- An understanding of where all patients are in their patient journey
- Be aware of all impending discharges and potential delayed transfers of care
- Maintain an accurate bed state
- Maintain contact with appropriate care co-ordinator in crisis team, patient and carer
- Post holder will have overall knowledge of all patients and their care pathway in the Inpatient division
- Monitor and review service user progress through admission.
- Contribute to case conferences and reviews, supporting service users and carers to engage with services and contribute to their care.
- Use developed skills and knowledge to assess the physical and psychological needs of defined patient group.
- Assess, co-ordinate and develop individual discharge care plans for patients with complex needs.
- Takes a lead role, along with MDT, in contributing toward risk assessments for safe discharge of patients.

### **Responsibilities for policy and service development implementation**

- Carry out safe practice in accordance with Trust policies and procedures, commenting on policies, procedures and developments as necessary.
- Maintains awareness of current developments in clinical practice and works with Leadership Team to implement.
- Actively supports and contributes to policy development and implements changes to policy in connect with discharge planning.
- Takes an active role in contributing to reducing average patient length of stay.

### **Responsibilities for financial and physical resources**

- Use safely in accordance with manufacturers guidance clinical equipment in the performance of their work to appropriate high standards of care.

### **Responsibilities for human resources (including training)**

- Manage delegated caseload (complex cases)
- Act as a mentor in accordance with NMC standards to student nurses and other learners as appropriate.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development.
- Hold Line Management responsibility for Discharge Liaison Administrator.

### **Responsibilities for information resources**

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

### **Responsibilities for research and development**

- Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development.
- Audits, collates and reports on delayed discharges for Lincoln Acute Wards.

## **8. Freedom to Act**

Organise own time and prioritise service user care in accordance with need

Manage delegated caseload (complex cases) and supervise junior staff and learners as required in the provision of direct/indirect nursing care.

Act as an autonomous practitioner making decisions about service user care as appropriate with the nursing and wider multi-disciplinary team.

## **9 Effort & Environment**

### **Physical effort**

- Frequent walking between wards and crisis team around the unit
- May include physical restraints when necessary

### **Mental effort**

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

### **Emotional effort**

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

### **Working conditions**

- Predominantly office based, although post holder will be required to attend patient review and assessments.
- In exceptional circumstances, post holder will be required to provide clinical support to wards and services

## **10. Equality and Diversity**

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

## **11. General**

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

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

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

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

In addition you must:

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

## PERSON SPECIFICATION

		<b>JOB REQUIREMENTS</b>	
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b> (e.g. Application Form, Interview Test, Reference etc.)
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• RMN or RNLD or RN: 1<sup>st</sup> Level Registration (NMC) or degree or equivalent or equivalent Registered Professional e.g. Social Worker</li> <li>• Mentorship Module (degree level)</li> <li>• Evidence of specialised continued professional training in clinical practice, caseload management and discharge planning.</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate in clinical supervision</li> <li>• Management Training</li> </ul>	Application form Certificates
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of working as a registered professional with people with mental health needs.</li> <li>• Sound knowledge of the national agenda for mental health.</li> <li>• Developed knowledge of clinical/risk assessment and risk management.</li> <li>• Understands and implements Information Government principles.</li> <li>• Understands eligibility for NHS continued health care, social care and care delivered in primary, independent and 3<sup>rd</sup> Sector.</li> <li>• Demonstrating supportive and sensitive communication to patients, carers and staff, whilst demonstrating an understanding of the nature and effects of some information and barriers to effective communication whilst being considerate of client confidentiality.</li> <li>• Knowledge and experience of working between Acute and primary settings.</li> </ul>		Application form Interview

	<ul style="list-style-type: none"> <li>• Knowledge and understanding of national and regional agenda that effects discharge planning.</li> </ul>		
<b>Skills &amp; Competences</b>	<ul style="list-style-type: none"> <li>• Sound clinical reasoning skills.</li> <li>• Highly motivated and able to engage with service users and carers to improve outcomes.</li> <li>• Ability to work independently and collectively, as part of multi-disciplinary teams.</li> <li>• Ability to teach and disseminate knowledge and skills</li> <li>• Diplomatic and effective negotiation skills.</li> <li>• Excellent communication an influencing skills.</li> </ul>		Application form Interview