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<b>Attachments</b>	Yes x 2

## **Freedom of Information Act Disclosure log - Reply Extract**

### **You asked**

I am writing to you with a request for information under the Freedom of Information Act about various aspects of the Learning Disabilities (LD) Liaison Nurse role. I should be very grateful if you could answer the questions I pose below:

**1) Do you have any LD Liaison Nurses appointed in your organisation?**

Yes

**2) If you have any LD Liaison Nurses appointed in your organisation, please confirm:**

Yes

**2a) the total number of LD Liaison Nurses in post and their Agenda for Change pay scale or band**

1.4 WTE band 6, 1WTE band 7, 1 WTE band 3

**2b) when the first LD Liaison Nurse was appointed in your organisation**

2009

**3) Could I please have a copy/copies of the LD Liaison Nurse(s)'s Job Description(s) and Person Specification(s)?**

Please find the Trust's job descriptions and specifications requested.

## PLYMOUTH HOSPITALS NHS TRUST

Nursing and Quality

### JOB DESCRIPTION

<b>Job Group:</b>	<b>Clinical</b>
<b>Job Title:</b>	<b>Specialist LDL Healthcare Assistant</b>
<b>Existing Grade:</b>	<b>Band 3</b>
<b>Directorate/Division:</b>	<b>Liaison Team</b>
<b>Unit:</b>	<b>Learning Disability Liaison Team</b>
<b>Location:</b>	<b>Level 7 Derriford Hospital</b>
<b>Reports to:</b>	<b>Learning Disability Liaison Team Leader</b>
<b>Accountable to:</b>	<b>Learning Disability Liaison Team Leader</b>

#### **Job Purpose**

To work as part of the **Learning Disability Liaison Team** supporting people with LD who attend the hospital as an in or out patient, support with administration of team tasks and its processes, attend meetings or develop relevant materials/documents so that the Trust delivers its obligations to patient with a learning disability.

#### **Key Dimensions**

Work under the guidance and support of the team nurses to assist the Learning Disability Liaison Team in delivering their day to day activities and overall service processes.

Follow up the ongoing care of in patients assessed and reviewed by the LDL team, reporting back to LDL nurses as appropriate.

Provide/assist with direct care of a patient with LD as appropriate and under the guidance of ward/area staff nurse.

Keep accurate and up to date patient records.

Inform LDL nurse of any urgent issues/concerns arising using the team bleeps as necessary.

Provide pre assessed support needed for our patient's appointments as direct by the team.

Provide administrative support for the team in absence of administration staff including data collating i.e. regular checking of our RAPP system and team emails to formulate the daily in and out patients list and keep it up to date, alert nurses of any ED and new admissions.

Have input to team communication systems – white board, communication book, messages and email as directed

Use the Patient Information Management System in support of all Learning Disability Liaison Team activities typical enquiries, medical notes tracing, etc.

Arrange meetings as directed, book rooms, and act as note taker with support from the Learning Disability Nurses

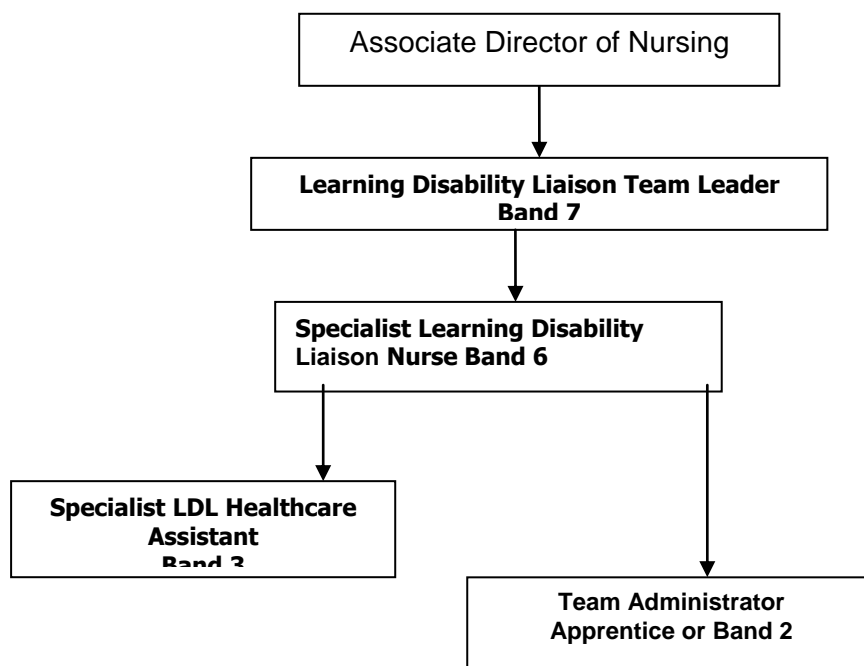
Deal with general enquiries from other professionals, patients and members of the public

Undertake general office duties such as typing / letters, filing, data input, answering telephones, photocopying / scanning, preparing papers for meetings etc.

Be involved in service user groups as directed

Be involved in the development of other staff in relation LD awareness training.

### Organisational Chart



### PRIMARY DUTIES & AREAS OF RESPONSIBILITY

#### TRAINING & EDUCATION

- Assist with the delivery of mandatory training programs as required
- Assist in the provision of service line training according to specific requirements – working LDL Nurses.
- Working with the Manual handling facilitators, facilitate the learning of appropriate manual handling principles & skills to small groups of multidisciplinary health care staff within a training environment and as appropriate in a work environment,
- Support LD key workers in practice in relation to general LD awareness in their area and update on any new processes/documents as directed by the Team.

## **CARE DELIVERY**

- Work within the clinical governance framework to provide high quality patient care and in particular, maintaining dignity, privacy, safety and comfort.
- Provide follow-up to patients with Learning Disabilities , under supervision of the LDL team - to ensure links and continuity of advice and information from the team
- Assist the LDL team and ward teams in implementing and inputting into appropriate care plans, risk assessments, discharge planning and information to patients, carers and clinical teams.
- Promote the use of PHNT LD P&P and carers policy in particular.

## **PROFESSIONAL DEVELOPMENT & LIFELONG LEARNING**

- Act as a role model for safe practice in relation to people with a LD within the acute setting and ensure Monitor Framework standards are maintained
- Keep self up to date with relevant and new legislation/best practice in regards to Healthcare for people with a LD under direction from the Team.
- Maintain a high standard of professionalism at all times

## **COMMUNICATION AND WORKING RELATIONSHIPS**

- Work with other healthcare professions within the Trust via the telephone, email in person in clinical and office situation.

### **All Job Holders are required to...**

- Work to the Trust values- Put patients first, Take ownership, Respect others, Be positive
- Adhere to trust policies and procedures, e.g. health and safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training
- Attend statutory, essential and mandatory training
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust
- Comply with the codes of professional conduct set out by the professional body which registration is required for the post

- Ensure they are familiar with the Risk Management Framework , follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risks
- Ensure the welfare and safety of children and vulnerable adults within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families
- Ensure they attend Safeguarding training at the appropriate level within the specified time frame
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any record created by an employee of the NHS are public records and may be subject to both legal and professional obligations

**Note**

This job description is neither definitive nor exhaustive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current PHNT policies & guidelines.

**Job Description Agreement**

This Section should simply be signed and dated by the employee and authorised by the manager, and indicates that agreement has been reached that the completed job description gives an accurate outline and picture of the job.

Manager.....

Post holder .....

Date.....

## PERSON SPECIFICATION - Manual Handling Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Previous experience in supporting people with a LD.</li> <li>▪ Experienced in a range of administrative practices.</li> <li>▪ Experience in the collection of information.</li> <li>▪ Working knowledge of the Data protection act.</li> <li>▪ Able to demonstrate a working understanding of relevant legislation (eg Valuing People Now , MCA act )</li> <li>• Able to demonstrate an understanding of the nursing process and risk assessment processes in relation to people with a LD.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in care setting - eg Healthcare assistant,</li> <li>• Previous experience in delivering training.</li> <li>• Networking being able to work within and out of the Trust confidently.</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• NVQ 2 or willing to undertake this.</li> </ul>	<ul style="list-style-type: none"> <li>• ITC skills, data bases e.g. European Computer Driving Licence or equivalent, NVQ 3.</li> </ul>
<b>APTITUDE &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>▪ Good communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels.</li> <li>• Able to demonstrate safe clinical practice, identify good and poor practice in relation to a patient with a LD.</li> <li>▪ Attention to detail</li> <li>▪ Ability to work within demanding timeframes and prioritise workload.</li> <li>• Organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Confident presentation skills in a group setting and ability to deliver information to an audience of mixed abilities.</li> <li>• Confident in appropriately challenging poor practice in relation to care of a patient with LD or implementation of the MCA.</li> </ul>
<b>DISPOSITION / ATTITUDE / MOTIVATION</b>	<ul style="list-style-type: none"> <li>• Team worker</li> <li>• Ability to manage own workload</li> <li>• Ability to take direction</li> </ul>	
	<ul style="list-style-type: none"> <li>• Flexible working pattern</li> </ul>	

<b>CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>▪ Ability to undertake range of Team Tasks</li> </ul>	
<b>OTHER FACTORS</b>	<ul style="list-style-type: none"> <li>• Ability to work with much interruption, resulting in pressure to achieved desired outcome.</li> <li>• Professional disposition and approach to work at all levels of the organisation</li> </ul>	

<b>JOB PROFILE</b>	
<b>Communication &amp; relationship skills</b>	Communicate related information to wide range of patients, carers and staff; presentation skills; Regular communication with patients and carers re care needs in the acute setting.
<b>Knowledge training &amp; experience</b>	Range of work procedures and practices underpinned; Knowledge of national standards for people with a LD, Display Screen Equipment, IT software programmes. NVQ 2 or equivalent knowledge & practical experience.
<b>Physical skills</b>	Physical skills requiring accuracy e.g. managing equipment Demonstrate effective handling practices posture including hand eye, body posture and positioning
<b>Patient care</b>	Follows-up implementation of LDL team core care plans plans with patients in clinical practice, as delegated by LDL team. Provide information from these care plans to ward core care plan/patient care or area assessments.
<b>Responsibility for finance/resources</b>	Use Team stationary resources in a responsible way informing team when stocks are low.
<b>Freedom to Act</b>	Takes responsibility for own workload – under direction and supervision. Acts on own initiative when dealing with enquiries, referring to LDL team.
<b>Physical Effort</b>	Frequent moderate effort re Moving equipment, Setting up the training room, , working in clinical situations. Long periods of standing whilst assisting delivery of training. Moving and handling patients in clinical settings Long periods at Computer/Display screen re administrative tasks
<b>Mental Effort</b>	Prolonged concentration required in assisting with teaching in staff training or in the workplace; Frequent concentration for auditing and data inputting; use of computer software; need for accuracy of information Concentration required in busy office or ward environments especially when completing patient records.
<b>Emotional Effort</b>	Occasional exposure to distressing or emotional circumstances in clinical practice Support of Project search staff or student nurses.
<b>Working Conditions</b>	Occasional exposure to unpleasant working conditions; body fluids, foul linen and aggressive behaviours. Occasional contact with unsuitable working environments/situations which have a direct effect on staff health, welfare and safety/quality patient care.

## Job Description - Final

<b>Job Group:</b>	<b>Admin &amp; Clerical</b>
<b>Job Title:</b>	<b>Learning Liaison Disability Team Assistant Band 2</b>
<b>Directorate:</b>	<b>Liaison Team</b>
<b>Department:</b>	<b>Learning Liaison Disability Team</b>
<b>Location:</b>	<b>Derriford Hospital</b>
<b>Accountable to:</b>	<b>Learning Liaison Disability Team Leader</b>
<b>Date:</b>	<b>November 2013</b>

**Job Purpose:** To work as part of **the Learning Disability Liaison Team** mainly in the completion of the day to day non clinical team administration tasks and processes. Typing or assist in completion of word, excel documents and other reports, arranging and facilitating of meeting's and nurse lead clinics. Act as first contact point for the Learning Disability Liaison Team dealing with general quires from inside and outside the trust,. Key in producing relevant easy read materials/documents under direction of team members or other clinical staff so that the trust delivers its obligations to patients with a Learning Disability.

### PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- Work under the guidance and support of the team nurses to assist the Learning Disability Liaison Team in delivering their day to day administration activities and overall service processes
- Provide administrative support for all team including data collating i.e. regular checking of our RAPA system and team emails to formulate the daily in and out patients list/whiteboard and keep it up to date.
- Informing team of any urgent issues arising using the team bleeps, phone calls, emails or RAPA alerts.
- Have input to team's communication systems – white board, diary's, messages and email's as appropriate
- Use the Patient Information Management System in support of all Learning Disability Liaison Team activities typically, enquiries, medical notes tracing, etc.
- Maintain a register of internal and external contacts essential to the delivery of the Learning Disability Liaison Team
- Arrange meetings as directed, book rooms, and act as minute taker with support from the Learning Disability Nurses
- Assist in the coordination of Nurse Lead clinics (GA LD clinic), LD Link meetings, A2A meetings and other event's as directed by Team leader.
- Deal with general enquiries from other professionals, patients and members of the public
- Undertake general office duties such as typing / letters, filing, data input, answering telephones, photocopying / scanning, preparing papers for meetings etc.
- Assist in the implementation of the PHNT LD improvement plans as directed by the Team Leader.
- Be involved in service user groups as directed
- Be involved in the development of new admin systems/processes
- Gives direct (non clinical) support to LD in and out patients on occasion as directed by the team

### COMMUNICATIONS & WORKING RELATIONSHIPS

#### All Job Holders are required to...

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the



Trust.

- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

**PERSON SPECIFICATION for Quality Administrator**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Common sense approach to problem solving</li> <li>▪ Well-developed IT skills, including Outlook, Word, Excel, PowerPoint</li> <li>▪ Knowledge of Acute Healthcare</li> <li>▪ Knowledge of Learning Disability</li> <li>▪ Experience of using hospital systems IPM's, RAPA, HAS</li> <li>▪ Experience of tracing in and out of patients Medical Notes</li> <li>▪ Experience of minute taking and production of minutes of meetings.</li> <li>▪ Experience of organising meetings at various levels</li> <li>▪ Experience of working directly with general public</li> <li>▪ Experience of using IP phone system</li> </ul>	Direct experience of supporting people with an LD
<b>QUALIFICATIONS</b>	Access level Maths, English, ICT NVQ Level 2 in administration or similar subject	Training in Minute taking.
<b>APTITUDE &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>▪ Dealing with sensitive issues</li> <li>▪ Escalate issues appropriately</li> <li>▪ Good written and oral communication skills</li> <li>▪ Excellent telephone manner</li> <li>▪ Good organisational, time management and prioritisation skills</li> <li>▪ Act in a Confidential manner</li> </ul>	
<b>DISPOSITION / ATTITUDE / MOTIVATION</b>	<ul style="list-style-type: none"> <li>▪ Proactive - works using own initiative</li> <li>▪ Team player</li> <li>▪ Able to cope under pressure</li> <li>▪ Friendly and Caring</li> </ul>	