COMMUNITY MENTAL HEALTH NURSING SERVICE FOR THE ELDERLY

Profile of Learning Opportunities

CMHN Department
Bensham Hospital
Tel: 0191 445 6691
Review date Feb 2011
Community Mental Health Service for the Elderly

Introduction

Gateshead Community Mental Health Nursing Service for Elderly people covers the boundaries of the Metropolitan Borough of Gateshead. The team is centrally based at Bensham Hospital and is divided into three smaller sector teams: East, West and Central and the Treatment Team who cover the entire borough.

The service provides quality mental health nursing interventions to clients over the age of 65 years, the majority of contacts taking place in the client's own homes. The service undertakes interventions with a wide range of mental health problems including the various types of dementia, depression, anxiety. Psychotic illness and bereavement reactions.

Staff are skilled in various areas including Cognitive Behavioural Therapy, Solution Focussed Therapy, Counselling, Anxiety Management (both individual and group) and various strategies used in dementia management. Staff also provide a depot injection service.

Philosophy of Care

It is our belief that each person is a unique individual with differing cultural, social, spiritual, recreational, psychological and physical needs. The individual traits, beliefs and opinions must be considered in all circumstances.

The CMHNS exists to provide specialist nursing care for older people with severe and enduring mental illness for those people with less severe mental illness. All referrals are subject to the Care Programme Approach which reinforces the areas of good practice, namely:

- Systematic assessment
- User and carer involvement
- Written care plans with systematic monitoring and review
- Risk assessment
- Lines of accountability and identification of a "key worker"

This facilitates effective treatment in the community and where possible avoids admission to hospital. Provision of aftercare service also allows for earlier discharge from hospital and assists with rehabilitation.

Using the principle of the nursing process we approach each person and new situation in an individual manner, offering a holistic, non-judgemental approach. This is achieved by an assessment which explores the various daily self-care activities, based on a model developed by the team which incorporates Roper, Logan and Tierney, Newman and Orem. Assessment is an individualised process achieved through interview, observation and examination. The main focus is on the client's, carer's and nurse's perception of the situation. Current coping strategies and identified strengths are seen as useful baselines for assessment and means to future problem solving.
Following assessment, in partnership with the individual and where necessary significant others, we aim to identify all areas of need and problems in the client's life. We can then negotiate a plan of action which is in turn reviewed and evaluated.

**Role of the Community Mental Health Nurse for Older People**

The CMHNS operates within Gateshead Health's Care Programme Approach Policy. This ensures that all clients with mental health problems in the community have their health and social care needs properly assessed.

The main aspects of the nurses' role being:

- To implement the CMHN's role within the CPA process
- Contributing towards multi-disciplinary assessment and treatment to enable effective discharge and prevention of admission where appropriate
- Short and long term treatment, rehabilitation and support to those with mental health problems.
- Ongoing family support and maintenance of clients and their families both at home and following discharge from hospital.
- An advisory and information service liaising with other appropriate agencies.
- To support the client and family when hospitalisation is required.
- Regular reviews and audit of clinical practice.
- Participate in research as required
- Education and training for;
  - Clients and their carers
  - Voluntary and statutory agencies
  - Nursing staff
  - Personal development of staff - ongoing

**Referral System**

Referrals to the service are allocated according to the clients' GP with the Sector Band 7 nurses acting as the point of contact for referrers. Referrals are accepted from Consultant Psychiatrist and General Practitioners and are then allocated for assessment to the nursing staff.
Opportunities Available within the Team:

Mentor/Supervisor

Whilst on placement each student is allocated a personal mentor/supervisor.

Role of Mentor/Supervisor

To provide a focal point for the student to report to.

To act as a facilitator and enabler to the student in their completion of objectives.

To monitor the progress of the student providing constructive feedback of attainment and progress and advice and support with nursing interventions. This will be undertaken in weekly clinical supervision and through intermediate and final interviews.

The Lead mentor for the department is Tony Parker and the Deputy Lead is Jayne Rumis.

Role of Student

To complete the designated objectives of the placement as set by the University.

To take responsibility for arranging appropriate visits to work towards achieving objectives.

To highlight to mentor/supervisor areas of experience needed in order to meet objectives that are not available within the department, so further visits etc., can be arranged or advised.

Whilst on placement with the CMHN services, students have the opportunity to observe CMHN in practice, witnessing the nursing process through from referral to assessment, care planning, implementation of care and evaluation. Students will also be given the chance to carry a small caseload of clients who have been referred for Community Mental Health Nursing involvement. Nursing intervention remains the responsibility of the Mentor who will closely supervise the care provided by the student. The client numbers and group allocated to the student will be negotiated between both parties to try to ensure student placement objectives can be reached.

The team works very closely with many other agencies including social services, voluntary services such as Age Concern and the Alzheimer's Society and also other multi-disciplinary team members such as occupational therapy, medical staff and primary care teams. It is an excellent opportunity to develop networking and liaison skills.
General Information

Location

The CMHN team is currently based on one site at Bensham Hospital, Gateshead. Car parking is available in the hospital grounds; a charge is made for this. Limited free parking is available outside the hospital grounds. Regular bus services run from Gateshead town centre to the hospital.

A canteen is situated within the hospital where meals and snacks can be purchased.

Preparation for CMHN placement

It is recommended that prior to this placement students undertake some background reading the following areas:

- Dementia including: Multi-infarct, Alzheimer's Disease, Lewy-Body Disease
- Depression in the Elderly
- Psycholotherapeutic intervention's including Cognitive Behavioural therapy,
- solutions focussed therapy, counselling
- Bereavement reactions
- Psychotropic medications and side effects
- Clinical supervision

Standards of dress and appearance

Students on placement within the department are advised that non-uniform guidelines are in place. The guidelines are available for students to read but in summary consideration should be given to the following:

- Footwear- should be suitable for the job requirements
- Identity badges-security badges must be worn at all times.
- Jewellery or adornments - care should be taken by all staff to ensure that there is no risk to themselves or others from body adornments. The risk to the wearer or others must be assessed especially from entanglement with machinery or equipment.
- Expensive jewellery should not detract from general appearances. Body piercing (nose, eyebrow, lip, ear etc), jewellery, other than simple earring studs should not be visible.
- Hair - Hairstyles and appearances should not detract from the desired appearance.
- Male staff clothing-suits, trousers, jackets, shirts (long or short sleeved with collar) jumper
- Female staff clothing-skirts, trousers, dress, suit, jacket, blouse, jumper.
- Denim jeans or jackets are generally not acceptable. Clothing which by colour, pattern or design detracts from the desired appearance is not acceptable.

Fire Procedure
A copy of the fire procedure for Bensham Hospital is evident within the department next to the computers in the larger office. It is advised that all students make themselves familiar with this procedure.

**Safety Policy**

A copy of the Community Mental Health Nursing Policy is included within this pack, students are advised to read this carefully and to follow the guidelines at all times for their own safety.

**Complaints/Concerns**

Whilst on placement with the team should you have any concerns or complaints it is recommended that you discuss these initially with your mentor/supervisor. If, for whatever reason, you feel unable to do this you are advised to see the lead mentor, Paul Gowland. Of course you can also discuss any issues with the Link Tutor for the department or your personal tutor.

**The Sector Teams**

The Borough of Gateshead is roughly divided into three sectors for the purpose of the Community Mental Health Nursing Service.

These are as follows:

**East Sector:**

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<thead>
<tr>
<th>CHMN</th>
<th>Consultants</th>
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<tbody>
<tr>
<td>2 Band 7's</td>
<td>2 Consultants</td>
</tr>
<tr>
<td>2 Band 6's</td>
<td>+GP Practices</td>
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<tr>
<td>1 Community Support Worker</td>
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**Central Sector:**

<table>
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<tr>
<th>CHMN</th>
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<tbody>
<tr>
<td>1 Band 7</td>
<td>1 Consultant</td>
</tr>
<tr>
<td>2 Band 6's</td>
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<tr>
<td>2 Community Support Workers</td>
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**West Sector:**

<table>
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<tr>
<th>CHMN</th>
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</table>
2 Band 7's 1 Band 6
1 Community Support Worker

2 Consultants
+GP Practices
RESOURCES AVAILABLE WITHIN YOUR PLACEMENT

**Ellison Unit**
Skills/knowledge, assessment, multi-disciplinary workings

**Blaydon Day Centre**
Skills/knowledge, Community Resources

**Age Concern**
Befriending, lunch clubs
Advocacy Service

**Ellison Unit**
Skills/knowledge, assessment, multi-disciplinary workings

**Worcester Green**
Skills/knowledge, Community Resources

**Far West**
Live at Home Scheme, Befriending/Social Activities

**Other Team Members**
e.g. Anti-Dementia Nurse
Skills/knowledge
NICE Guidelines medication for Elderly

**Crossroads Care**
Skills/knowledge
Community Resources

**St Joseph's Day Centre**
Skills/knowledge
Community Resource

**Occupational Therapy**
Skills/knowledge, multi-disciplinary assessment

**Sector CPN**
Skills/knowledge, mental health interventions, assessment, planning, implementation, evaluation, multi-disciplinary working.

**Voluntary Services**
Rowlands Gill Day Centre
Hardman Centre

**Care Programme Co-ordinator**
Skills/knowledge
Mental Health Act

**Alzheimer's Society**
Skills/knowledge,
Community Resource, Advocacy
Volunteers/sitters for practical support/carer relief

PROFILE OF LEARNING OPPORTUNITIES
### Communication

- Telephone
- Computer
- Interpersonal Patients
- Relatives/Caters
- Medical Staff
- Inpatient Services
- MDT
- Formal referral routes
- Documentation & Reports

### Clinical

- Depressive Illness
- Mood Disorders
- Psychoses Bereavement / Loss
- Anxiety
- Therapeutic Interventions
- Use of drugs

### Team Management

- Organisational Skills
- Delegation
- Prioritising
- Time Management
- Managing Workload
- Quality
- Standards of Care
- Implementing Change

### Risk Management

- Risk Assessments
- Falls, Health and Safety
- Suicide Risk
- Policies and Procedures
- Infection Control
- Infection Control
- Moving and Handling

### Staff and Service Developments

- Clinical Supervision
- Reflective Practice
- Clinical Governance
- Essence of Care
- National Service Framework
- Contact/Objective
- Setting/Competencies

### Nursing Process

- Assessment
- Planning
- Implementation
- Evaluation
**Evaluation of Placement**

As part of the team strive to improve within the department, we would welcome your comments and views on the placement you have undertaken with our team.

We would be grateful if you could spend a few minutes to complete this form and return to the team following the end of your placement if you prefer. Thank you.

1. Did you receive your CMHN Students Information Pack prior to commencing your placement with the team?

2. Did you find the information the most informative?

   Which parts were the most informative?

   Would you make any additions to the pack?

   Were there any parts you felt to be irrelevant?

3. What do you feel you have learnt during your placement with the team?

4. What was the best part of the placement?

5. What was the worst part of the placement?

6. What could we improve on in terms of the quality of placements for students?
7. Did you meet all your objectives within the team?

If no, what did you need to undertake elsewhere?

8. Where you introduced to your identified mentor within 2 weeks of commencing your placement?

How helpful / supportive was your mentor / supervisor?

9. Did you work with your mentor for the majority of your shifts with the team? If no why? How could this have been improved?

10. Would you recommend this placement to other students?

If yes, why?
Student Nurse Induction Checklist

Name: 
Start Date: 

Student Intake

This programme is a guide to assessors to aid the integration of student nurses into the working environment. It is good practice to have the document completed within the first two days of placement.

Student nurses must be allocated an assessor at least one week before the commencement of the placement. At this time an "off duty" is produced around the assessor's shifts to allow the first day of placement to be together. **NB** it must be remembered that the student must work 50% of the week with her/his assessor.

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<thead>
<tr>
<th>Orientation Checklist</th>
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<th>Date</th>
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<tr>
<td>Shown around the working environment</td>
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<tr>
<td>Introduced to staff members</td>
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<tr>
<td>Off duty organised</td>
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<tr>
<td>Discuss dress code</td>
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<tr>
<td>Given student nurse profile and philosophy</td>
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**To Be Shown**

| Health and Safety file |           |      |
| Hospital Policies |           |      |
| Control of Infection Policies |           |      |
| Nursing Care Plan and relevant documentation |           |      |
| Nursing Standards File |           |      |
| Risk assessment File |           |      |
| Royal Marsden Handbook (where appropriate) |           |      |
| Emergency Exits |           |      |
| Fire Drill |           |      |
| Fire Extinguishers |           |      |
| Restaurant |           |      |
| Parking |           |      |

Tick as appropriate