

# Nursing associates in community and mental health settings

Webinar

2 December 2021



# Agenda

Webinar schedule	Lead
Introduction	Nicola Morar, Programme Lead – NHS Employers
Nursing associates in mental health and community nursing services	Caroline Llewellyn, Head of Nursing and Angie Astley, Head of Workforce Planning – Midlands Partnership NHS Foundation Trust
Trainee nurse associates at C&I	Jo Pollock, Preceptorship and Professional Standards Lead and Myra Whiskar, Apprenticeship Lead – Camden and Islington NHS Foundation Trust
Q&A and close	Nicola Morar, Programme Lead – NHS Employers



**Midlands Partnership**  
NHS Foundation Trust  
*A Keele University Teaching Trust*

# Nursing Associates Mental Health and Community Nursing Services

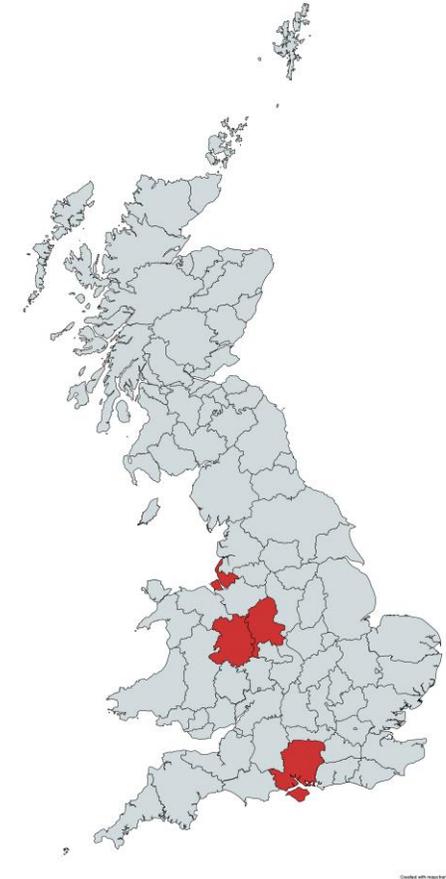
Caroline Llewellyn – Head of Nursing: Professional Education and Development

Angie Astley – Head of Workforce Planning and Transformation / ICS Strategic Workforce Planning Lead (Staffordshire and SOT ICS)



# Midlands Partnership NHS Foundation Trust

- Created in 2018 as a result of a merger
- Services in Staffordshire, Stoke-on –Trent, Shropshire and Telford & Wrekin, with a national reach through Inclusion and Ministry of Defence contracts
- Specialists in mental health, adult social care and healthcare in the community (anything outside of acute hospitals including prisons)
- Serve a population of 1.5million people, over a core geography of 2,400 square miles
- Employs over 8,500 people
- Budget in region of £400m
- Levy payer
- Levy share with non levy paying partners
- Support apprenticeships – Level 2 to Level 7



# Nursing Associates - Our Journey

- Partnership working with the University of Wolverhampton (2017)
  - 5 TNAs within pilot
  - 1 NA completed programme
- Revisit the role within new organisation
- Dedicated lead
  - Partnership working with apprenticeship team
  - Educate workforce – NA role/Apprenticeships/Expectations
  - Build momentum within organisation and in partnership with others
  - Additional in house training & education
  - Pastoral support
- Nursing development/career pathway

# Collaboration

- 2<sup>nd</sup> wave – HEE Staffordshire Collaborative
  - Keele University
  - Staffordshire University
  - University Hospitals North Midlands
  - North Staffordshire Combined Healthcare NHS Trust
  - The Shrewsbury and Telford Hospital NHS Trust
  - Shropshire Community Health NHS Trust
  - Hospice Care - St Giles, Douglas Macmillain
  - Independent hospital care - John Munroe
  - Independent Care Home providers

# Some of the Challenges

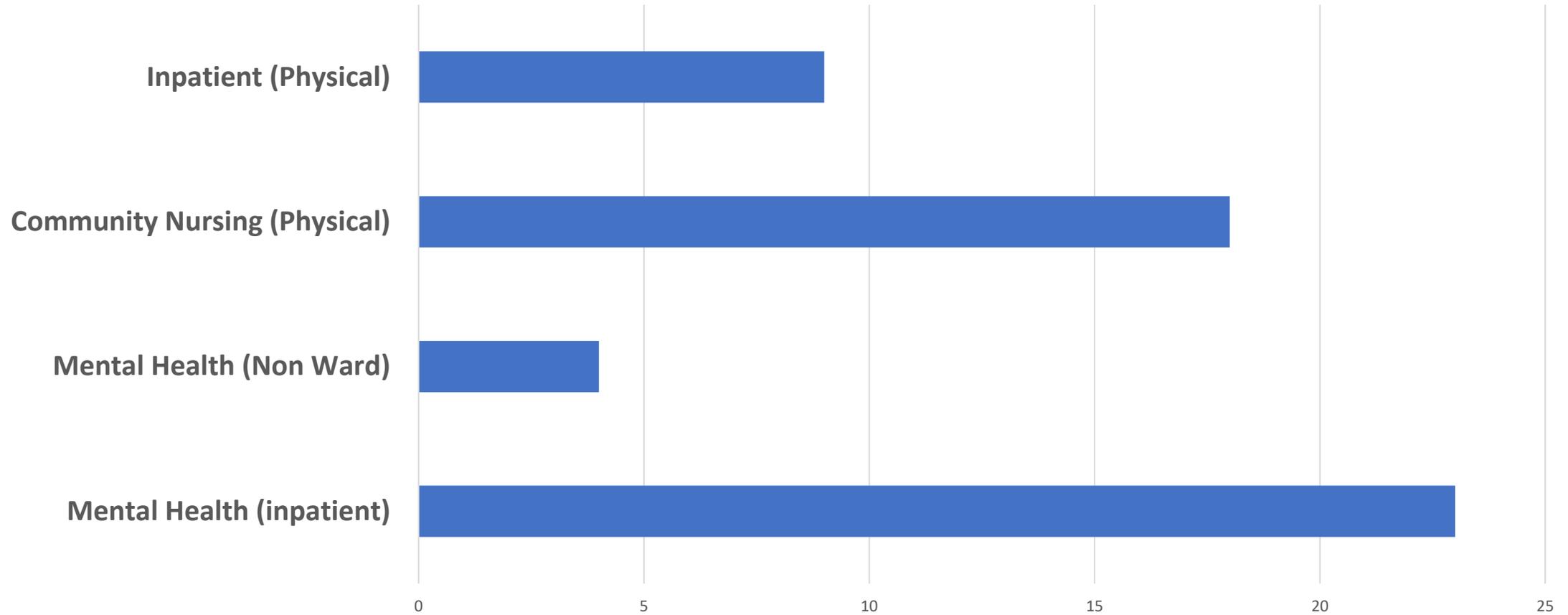
- Internal staff only
- Budget for AFC Band 4 required
- Raising awareness - briefings HCSW & managers
- Expectations of programme- staff & manager
- Challenging the status quo; implementing new ways of working
- Overcoming 'special services' viewpoint
- Commissioning prescriptive in some specialities limiting scope for innovation
- Apprenticeship standards – Maths & English qualifications
- Equating overseas qualifications with UK apprenticeship standards
- Assistant Practitioner (AP) role
- HR issues – maternity leave, change of role, leave of absence, withdrawal from course
- Job descriptions – flexibility vs standardisation
- Clear career pathway

# Where have we deployed TNAs and NAs?

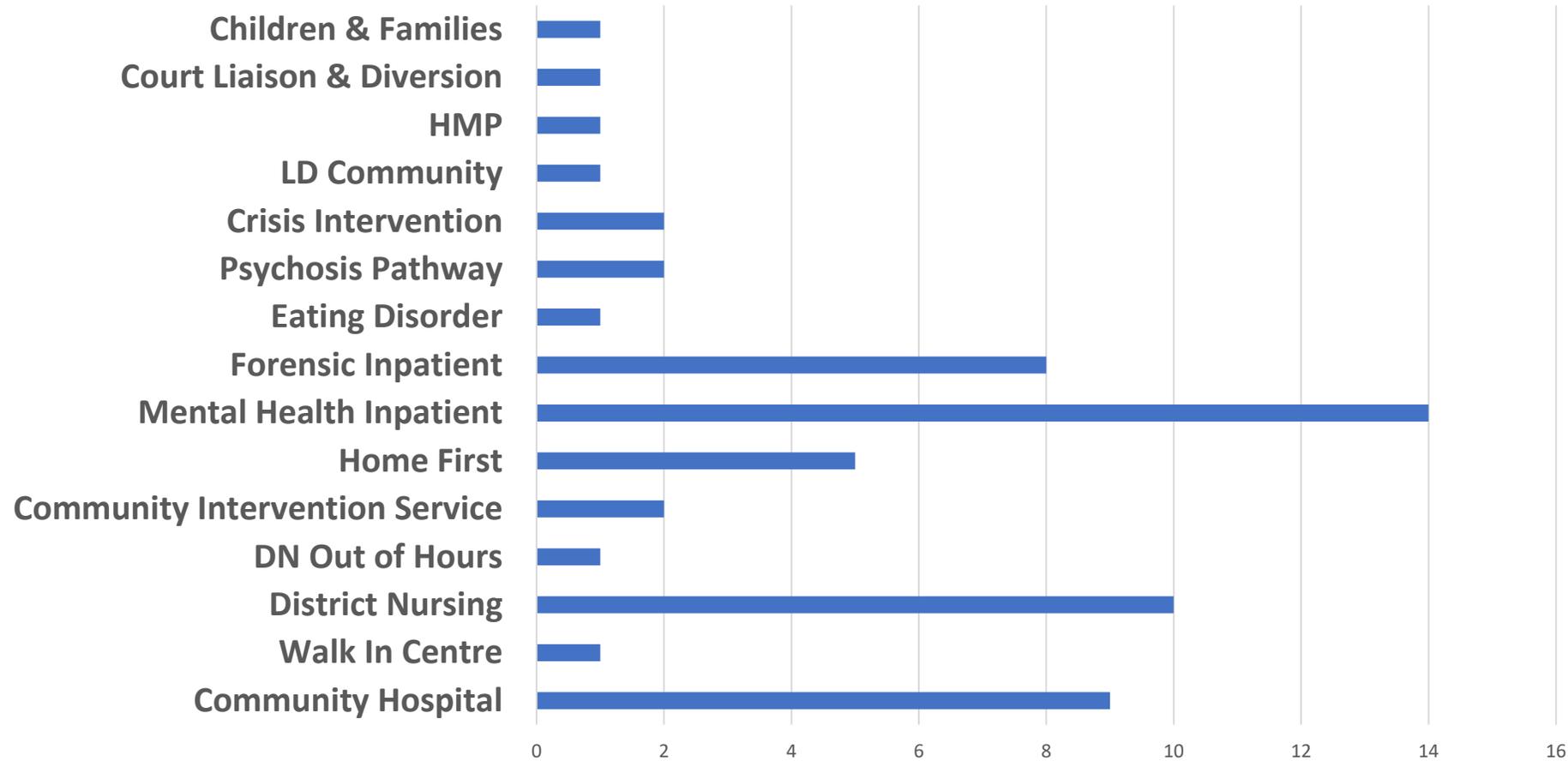
- LD- inpatient & community
- Forensic services
- Inpatient adult Mental Health
- Inpatient physical
- Inclusion services
- IAPT (Improving Access to Psychological Services)
- CAMHS (Children and Adolescent Mental Health Services)
- Eating Disorders
- Psychosis pathways
- Children & Families services
- Crisis Resolution
- District Nursing Services
- Walk in Centre
- Home First (Hospital Avoidance/Discharge Support)
- Court Liaison & Diversion



## MPFT - Service Deployment



## MPFT - Nursing Associate Training (2019- 2021)



# Attrition

- Leave of Absence
  - Maternity Leave – 2
  - Ill Health – 2
  - Other – 1
- Withdrawal
  - External/personal factors – 3
  - Pressures of programme - 2



# What is different?

- Physical health agenda in Mental Health services
- Delivery of increasingly complex psychological therapies
- Delivering Clozapine clinics
- Reducing burden on registered staff – observations/monitoring/reviews
- Complex wound care
- Delivering ambulatory clinics e.g. leg ulcer management
- Routine but complex care interventions e.g. VAC therapy
- Supporting end of life care

# Reflections

- Partnership working
- Raising awareness amongst workforce
- Challenging status quo
- Managing demand and expectation from HCSW's
- Supporting literacy and numeracy acquisition
- Job descriptions
- Contract – particularly in relation to attrition and leave of absence
- Placement capacity and circuit
- Pathway to registered nurse role



# Trainee Nurse Associates at C&I *2017 to present day*

Jo Pollock: Preceptorship & Professional Standards Lead

Myra Whiskar: Apprenticeship Lead

02.12.2021

# Scope of Practice Comparison

Support worker	Nursing Associate	Registered Nurse
Assists patients with activities of daily living as detailed in the care plan	<u>Assists</u> in the assessment/gathering of information towards patient assessment e.g Waterlow risk score, nutritional assessment, NEWS/MUST, Risk Assessment, MSE	Assesses patient's needs and develops a care plan
Records this takes and records basic observations as detailed in the care plan.		Delegates delivery of care to Nursing Associate, providing training and support as necessary
Assists with meal service	Provides guidance and training to the support worker	Undertakes specialist clinical skills that are not appropriate to be delegated to Nursing Associate
Reports any changes in the patient's condition to the Nursing Associate	Undertakes clinical skills/interventions as delegated by the Registered nurse and through in-direct supervision	Evaluates care given
Takes and records specific observations in accordance with training		Liaises with the multidisciplinary team in relation to discharge planning
May be delegated some administrative tasks	Responds to concerns raised by the support worker, reviewing and escalating to the registered nurse as required	Provides mentorship to nursing students, and assesses their progress in placement
	Provides supervision and support to HCA's and trainee Nursing Associates	
	Involved in medicines management as delegated by the registered nurse e.g. be able to manage the depot clinic, dispense medication on drugs round	
	Is not able to care co-ordinate/shift co-ordinate	

# National Pilot under HEE (Jan 2017)

North Central London (NCL):  
1 of 11 national pilot areas

Middlesex University sole  
programme provider

Camden & Islington NHS Trust:  
part of NCL group

C&I hosted seven TNAs:  
3 internal & 4 external. Aiming for 10

3 out of 7 successfully  
completed:  
1 remains in C&I and works in  
Community rehabilitation

## Learning from pilot (2017)

More support in Hub areas:  
understanding of needed training and  
support

Initial RN reluctance to support:  
false belief that NA replacing rather  
than supporting RN role

Academic requirement:  
inhibited entry - Functional Skills  
Level 2 or GCSE A-C grades

Confusion with other training  
roles: e.g. Trainee MH Workers

Clarity needed re scope of  
practice

# Next Steps

Next C&I cohort commenced  
December 2018:  
funded via Apprenticeship Levy

HEE Curriculum Framework &  
Quality Assurance:  
successful students registered with  
NMC under 'legacy cohort'  
arrangements

NMC approval:  
NA qualification now considered  
Foundation Degree instead of  
Advanced Diploma

# Dec 2018 Cohort

C&I hosted seven TNAs:  
5 successfully completed

4 placed in C&I Nursing  
Associate roles:  
Undertook preceptorship programme  
jointly run with BEH

- 4 monthly taught study days
- Completion of Medication Competency relevant to role
- Completed Preceptorship booklet covering all clinical competencies expected of role

1 remained within NCL group

## **Dec 2018 Cohort: Placements**

All placed in inpatient services:

- Rehabilitation
- Acute
- PICU

3 NAs (plus 1 Assistant Practitioner) commenced Registered Mental Health Nurse (RMHN) top-up apprenticeship in 2021:  
First cohort for C&I

Plan is to increase places for second RMHN top-up for 2022

# Dec 2019 Cohort

About to complete:  
5 in total

4 will be remaining at C&I  
in:

- Community Rehabilitation team
- Community Learning disability team
- Acute ward for over 65s
- Rehabilitation ward

1 will be working in Primary Care  
within NCL group

## Increasing Community placements

Most TNAs and NAs were in Acute (Inpatient) settings

Initial reluctance in Community settings:

- Shortages of Registered staff in all disciplines
- Scope of practice unclear
- Fear of NAs replacing RNs

Focused on skills required to complete tasks in order to inform and reassure

**Next  
steps:  
Functional  
Skills  
Pathway**

Academic requirement:  
Functional Skills (FS) Level 2 or  
GCSE A-C grades

C&I relying on FS assessment  
of provider to inform if applicant  
was suitable:  
C&I felt that this came too late and  
was demotivating

**Next  
steps:  
Functional  
Skills  
Pathway #2**

Decision made for all staff unable to provide required evidence:

- engage with an FS pathway provided by C&I through an external supplier
- be assessed for initial level and then progress through programme until required Level reached
- apply for programme

# Range of current placements

Clozapine clinic

Community Learning Disability Services

Community Mental Health Services

Crisis Houses

Inpatient:

- Acute treatment
- Rehabilitation
- Services for aged
- Psychiatric intensive care

Integrated Physical Health Mental Health Community Services

Mental Health Crisis Assessment Services

Place of Safety suite

Residential Rehabilitation Services

# Recruitment criteria

Functional Skills (FS) Level 2 or  
GCSE A-C grades

Work full-time hours

Able to travel to placements and  
to work shifts

Display exceptional time  
management skills in all aspects  
- including work/life

Evidence plans for personal  
resilience and care of own  
mental/physical health



Camden and Islington  
NHS Foundation Trust

# Thank you

# Any questions?

Jo Pollock: Preceptorship & Professional Standards Lead

Myra Whiskar: Apprenticeship Lead

02.12.2021

# Question and answer session

Please type your questions for our speakers into the chatbox.

# Thank you.

Contact us:

- [workforcesupply@nhsemployers.org](mailto:workforcesupply@nhsemployers.org)
- [@NHSEmployers](#)