



Australian Government

Department of Education, Employment and Workplace Relations

HLTEN410B Deliver nursing care to consumers with mental health conditions

Release: 1

HLTEN410B Deliver nursing care to consumers with mental health conditions

Modification History

Not Applicable

Unit Descriptor

Descriptor

This competency unit describes the skills and knowledge required to contribute to the nursing care and management of consumers with mental health conditions

It focuses on the roles and responsibilities of the Enrolled/Division 2 Nurse within the mental health team, and on the nursing management of the consumer with a mental illness

Application of the Unit

Application

The knowledge and skills described in this competency unit are to be applied within jurisdictional nursing and midwifery regulatory authority legislative requirements

Enrolled/Division 2 nursing work is to be carried out in consultation/collaboration with registered nurses and under direct or indirect supervisory arrangements in line with jurisdictional regulatory requirements

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1. Address requirements of the state/territory Mental Health Act | 1.1 Explain the concept of <i>mental illness</i> |
| | 1.2 Apply an understanding of the history, social, political and economic context of mental health in Australia |
| | 1.3 Support the rights of the consumer with mental health conditions |
| | 1.4 Apply an understanding of national and state/territory mental health policies and strategies |
| | 1.5 Work in a manner that reflects an understanding of the underpinning values and philosophies of mental health care and is consistent with legal obligations |

ELEMENT**PERFORMANCE CRITERIA****2. Respond appropriately to signs of mental illness**

- 2.1 Identify conditions relating to the mental state and behaviour of consumers using broad classifications of mental illness and terms commonly associated with mental health conditions
- 2.2 Recognise the signs and symptoms of mental health disorders and respond within the role of an Enrolled/Division 2 nurse
- 2.3 Recognise biopsychosocial effects of mental health disorders
- 2.4 Recognise stereotyping and stigma associated with mental illness and practice in a manner which minimises the effects of negative behaviours and discrimination
- 2.5 Recognise the impact of stigma and discrimination on consumers with mental health conditions, and reflect on own attitudes and values
- 2.6 Apply feedback from consumers and carers in adjusting own practice

3. Contribute to planning care for consumers with mental health conditions

- 3.1 Participate as a member of the health care team in the treatment of consumers with mental health conditions within the role of Enrolled/Division 2 nurse
- 3.2 Gather, record and document data according to health care environment policy
- 3.3 Participate in multidisciplinary team meetings
- 3.4 Observe signs and symptoms of changing behaviours and report to registered nurse
- 3.5 Participate as a member of the health care team to plan the treatment of consumers with mental health conditions within the role of Enrolled/Division 2 nurse
- 3.6 Demonstrate understanding of the consumer's right to contribute to their own care planning

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 4. Contribute to the care of a consumer with a mental health disorder | <ul style="list-style-type: none">4.1 Implement nursing interventions of a mental health consumer4.2 Plan, prioritise and implement nursing interventions for a mental health consumer based on the individual care plan in conjunction with treating team4.3 Reflect the individuality and needs of each consumer when undertaking nursing interventions to assist the consumer to meet their holistic needs4.4 Document behaviour patterns or characteristics in the client's care plan4.5 Work in a manner that aims to provide respect and dignity to consumers4.6 Assist the consumer and significant others to participate in therapeutic nursing interventions4.7 Perform nursing interventions in accordance with professional, legal and organisation requirements reflecting non-discriminatory practice as delegated by registered nurse4.8 Recognise emergency situations, act upon, document and report according to organisation policy and procedures |
| 5. Assist evaluation of outcomes of planned nursing actions | <ul style="list-style-type: none">5.1 Document consumer response to nursing interventions and report to the registered nurse or other appropriate mental health care team member5.2 Comply with the legal responsibilities and duty of care in all nursing interventions5.3 Apply <i>ethical and moral concepts</i> to all clinical interventions |
| 6. Apply self protection strategies | <ul style="list-style-type: none">6.1 Identify triggers of problem behaviours and within the scope of Enrolled/Division 2 nursing practice, initiate prevention strategies6.2 Maintain safety of self and others |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Activities of daily living
- Basic human, social, psychological, cognitive and physical development
- Challenging behaviour related to mental health problems
- Consumer and carer perspectives on mental health care
- Cultural factors affecting people with mental health problems
- Definition and description of common mental disorders
- Documentation principles
- Effective communication skills
- Emergency responses to adverse events
- Ethical guidelines including confidentiality, duty of care and public liability
- Impact of stereotyping, stigma and discrimination on consumers with mental health conditions
- Knowledge of different types of common behaviours associated with mental health problems and their effect on consumer needs
- Legislation and codes of practice that relate to an Enrolled/Division 2 nurse
- Organisation policies and procedures for privacy and confidentiality of information
- Organisation policies, procedures, guidelines and protocols (ie. activities of daily living, medication, dealing with changes in physical or mental wellbeing, sexual harassment, abuse prevention)
- Organisation policy and procedures
- Perspectives of mental health, mental health problems and mental illness
- Prevention and management of challenging behaviours including recognising triggers and deflecting them, using active listening and observation skills, ensuring effective communication, seeking expert assistance
- Principles of empowerment/disempowerment in relation to people with mental health problems
- Principles of non-discriminative practice

REQUIRED SKILLS AND KNOWLEDGE

- Principles of psycho-social rehabilitation
- Relevant anatomy, physiology
- Relevant mental health terminology
- Relevant occupational safety policies, procedures and guidelines to ensure safe practice
- Therapeutic alliance
- Understanding of support requirements for people with mental health problems
- Understanding the principles of a recovery model in the mental health context

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply problem solving skills, including an ability to use tools and techniques to solve problems, analyse information and make decisions that require discretion and confidentiality
- Apply Professional Standards of Practice:
 - ANMC code of conduct
 - ANMC code of ethics
 - ANMC national Enrolled/Division 2 nurse competency standards
 - state/territory Nurse Regulatory Nurses Act
 - state/territory Nursing and Midwifery Regulatory Authority standards of practice
 - scope of nursing practice decision making framework
- Facilitate activities of daily living
- Perform nursing interventions such as:
 - assisting with physical care
 - behavioural observation
 - first aid
 - pre and post procedure care
 - prevention and management of aggression
 - social normalisations
- Undertake observations:
 - ability to communicate
 - aggression - physical or verbal
 - close/constant
 - improvements or deterioration in signs/symptoms
 - level of coherence
 - levels of personal distress and anxiety
 - orientation to person, place, time
 - signs of physical injury/distress
- Use interpersonal skills, including:
 - working with others
 - empathising with consumer and relatives
 - using sensitivity when dealing with people and relating to persons from differing cultural, social and religious backgrounds

REQUIRED SKILLS AND KNOWLEDGE

continued ...

REQUIRED SKILLS AND KNOWLEDGE

Essential skills (contd):

- Use advanced oral communication skills (language competence) required to fulfil job roles as specified by the organisation/service, including:
 - interviewing techniques
 - asking questions
 - active listening
 - asking for clarification from consumer or other persons where appropriate
 - negotiating solutions
 - acknowledging and responding to a range of views
 - using interpreters where required
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation/service using a level of skill ranging from reading and understanding incident reports and case management materials to preparing handover reports for receiving agency staff

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in a work context is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of workplace situations and should occur on more than one occasion and be assessed by a registered nurse with qualifications in mental health
- Observation must include:
 - Enrolled/Division 2 nurse's role and responsibilities within the mental health environment
 - rights of the client in a mental health environment

EVIDENCE GUIDE

- nursing management of common mental health disorders and support strategies within the defined scope of practice
- documentation
- assessment of risk

Context of and specific resources for assessment:

- This unit is most appropriately assessed in the clinical workplace
- Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should represent workplace conditions as closely as possible

Method of assessment

- Observation in the work place
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning - verbal and writing
- Participation in supervision/reflective practice activities
- Role play/simulation
- Reflective journal
- To ensure consistence of performance evidence should be collected over time and include a range of different clinical situations

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

This unit is recommended to be assessed in conjunction with the following related competency units:

- HLTEN402B Communicate effectively in a nursing role
- HLTEN509B Apply legal and ethical parameters

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Health team may include:

- Psychiatrist
- Psychologist
- Social worker
- Welfare officers
- Nursing team
- Recreation officers
- Program officers or activity officers
- Occupational therapist
- Health workers
- Drug and alcohol workers
- General practitioner
- Consumer advocate
- Carer
- Residential care worker

Resources and service providers may include:

- Government agencies
- Non-government agencies
- 24 hour crisis services
- Community mental health centres
- Rehabilitation services
- Family/carers support services
- Consumer services
- Outreach services
- Psychiatric disability services
- School counsellors
- Acute Inpatient

Working with individuals and groups to achieve community development outcomes may include:

Engagement with various structures and patterns of work undertaken by practitioners and community members including:

- Community service delivery
- Community projects
- Community development
- Community action
- Community planning
- Consultative and planning committees
- Sector development structures

RANGE STATEMENT

Appropriate course of action include:

- A public response/meeting
- Group action
- Conducting a specific project
- Development of a program
- Establishment of organisation arrangements

Broad classifications of mental illness must include:

- Mood disorders
- Personality disorders
- Anxiety disorders
- Psychoses
- Organic disorders
- Mental health

Common terms associated with mental health may include:

- Psychology/psychiatry
- Consumer
- Reality testing
- Risk assessment
- Psychosis
- Anorexia nervosa/bulimia nervosa
- Functional disorders/organic disorders
- Restraint/seclusion
- Advocacy
- Recovery
- Therapeutic relationship
- Sexual safety
- Dual diagnosis

RANGE STATEMENT

Common terms associated with anxiety disorders, personality disorders, psychotic disorders and mood disorders may include:

- Generalised anxiety disorder
- Fear
- Panic disorder
- Social phobia and specific phobias
- Obsessive-compulsive disorder
- Post traumatic stress disorder
- Antisocial/Avoidant
- Borderline personality
- Dependent/depressive
- Histrionic/narcissistic
- Obsessive -compulsive/paranoid
- Passive-aggressive
- Schizophrenia
- Substance abuse
- Major depressive episode
- Manic episode/hypomanic episode
- Dysthymic disorder
- Major depressive disorder
- Bipolar disorder
- Hallucinations
- Drug induced psychosis
- Eating disorders
- Challenging behaviours

Common diagnoses must include:

- Schizophrenia
- Dementia
- Delirium
- Anxiety disorder

RANGE STATEMENT

Consumer mental health needs may include:

- Emotional support
- Social support
- Financial advice
- Food and clothing
- Transport
- Carer support
- Respite care
- Emergency relief
- Legal advice
- Accommodation support
- Referral to other agencies

Appropriate communication and relationship building processes may include:

- Engagement
- Empathy
- Non judgemental manner
- Active listening
- Acknowledging the person in a pleasant and accepting manner
- Treating the person as an individual with their own life history, skills and interests
- Rapport building
- Warmth
- Genuineness
- Respect
- Limit setting where appropriate
- Identifying strengths
- Including consumer and family

Response to consumers in distress and crisis will include:

- Enlisting support and/or assistance from colleagues or emergency support as appropriate
- Applying organisation policies and procedures
- Using calm and calming behaviour
- Reporting incidents promptly and accurately

RANGE STATEMENT

Nursing observations of the mental health consumer may include:

- Appearance/behaviour
- Speech
- Sleep
- Appetite
- Emotional reactions/mood/ cognition
- Form of thought/ perception/insight
- Disturbance in language
- Risk of harm to self and/or others

Consumer characteristics or behaviour patterns that require documentation may include:

- Suicidal tendencies
- Mania
- Hostile, combative behaviours
- Delusions, hallucinations
- Confusion
- Withdrawn behaviour
- Depression
- Aggression
- Manipulative behaviour
- Sexually inappropriate behaviour

Ethical concepts may include:

- Integrity
- Confidentiality
- Advocacy
- Accountability
- Respect
- Safety
- Non-judgmental attitudes

RANGE STATEMENT

Activities to promote consumer dignity may include:

- Communicate with consumer - inform, explain
- Confidentiality, privacy and respect
- Facilitate choice where reasonable
- Provide consistency and consideration
- Attention to hygiene, grooming and positive self image
- Provide encouragement
- Safety and security
- Inclusion in formal decision-making processes where possible

Therapeutic environment may include:

- Non judgmental
- Safe
- Consistent
- Consumer focussed
- Promotion of independence

Unit Sector(s)

Not Applicable