



Australian Government

Department of Education, Employment and Workplace Relations

HLTEN510B Implement and monitor nursing care for consumers with mental health conditions

Release: 1

HLTEN510B Implement and monitor nursing care for 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 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 mental illness as defined in the Mental Health Act
- 1.2 Identify and apply the *key features of the Mental Health Act*
- 1.3 Apply an understanding of the history, social, political and economic context of mental health in Australia
- 1.4 Support the rights of the consumer with mental health issues
- 1.5 Apply an understanding of national and state/territory mental health policies and strategies
- 1.6 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

2. Respond appropriately to signs of mental illness

PERFORMANCE CRITERIA

- 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 issues
- 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 issues, and reflect on own attitudes and values
- 2.6 Apply feedback from consumers and carers in adjusting own practice

ELEMENT

PERFORMANCE CRITERIA

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

- 3.1 Participate as a member of the health care team in the management of consumers with mental health issues 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 and liaise with and utilise appropriate *resources and service providers*, ensuring relevant approaches are used to address individual and group needs
- 3.4 Observe signs and symptoms of changing behaviours and attend to biopsychosocial needs in performing nursing interventions
- 3.5 Participate as a member of the health care team to plan the management of consumers with mental health issues within the role of Enrolled/Division 2 nurse
- 3.6 Apply a community development approach where appropriate within the Enrolled/Division 2 nurse scope of practice to maximise outcomes for individuals and groups
- 3.7 Under supervision of a registered nurse, undertake client assessments using recognised assessment processes
- 3.8 Demonstrate understanding of the consumer's right to contribute to their own care planning
- 3.9 Where appropriate, and where the consumer has given permission, *support* the participation of carers in treatment planning

ELEMENT

4. Contribute to the care of a consumer with a mental health disorder

PERFORMANCE CRITERIA

- 4.1 Implement nursing interventions of a mental health consumer
- 4.2 Plan, prioritise and implement nursing interventions for a mental health consumer based on the individual care plan in conjunction with multidisciplinary team and with the consumer and, where relevant, the carer
- 4.3 Reflect the individuality and needs of each consumer when undertaking nursing interventions to assist the consumer to meet their holistic needs
- 4.4 Document behaviour patterns or characteristics in the client's care plan
- 4.5 Work in a manner that aims to provide respect and dignity to consumers
- 4.6 Assist the consumer and significant others to participate in therapeutic nursing interventions
- 4.7 Perform nursing interventions in accordance with professional, legal and organisation requirements reflecting non-discriminatory practice
- 4.8 Check consumer understanding of the use and effects of medications used to manage mental health disorders, including specific adverse effects
- 4.9 Identify and explain to consumer methods of drug administration
- 4.10 Recognise emergency situations, act upon, document and report according to organisation policy and procedures
- 4.11 Establish a therapeutic environment within the scope of Enrolled/Division 2 nurse practice
- 4.12 Provide advice and information to groups and individuals as required to ensure they are fully informed about relevant issues and opportunities within a community development approach

ELEMENT

PERFORMANCE CRITERIA

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|---|--|
| 5. Assist evaluation of outcomes of planned nursing actions | 5.1 Document consumer response to nursing interventions and report to the registered nurse or other appropriate mental health care team member
5.2 Comply with the legal responsibilities and duty of care in all nursing interventions
5.3 Apply ethical and moral concepts to all clinical interventions
5.4 Ensure work practices reflect understanding of the interrelationships of the needs and rights of the individual, the family, the community and society |
| 6. Provide and maintain a safe working environment | 6.1 Identify triggers of problem behaviours and within the scope of Enrolled/Division 2 nursing practice, initiate prevention strategies
6.2 Implement de-escalation techniques and negotiation skills as required
6.3 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
- Application of nursing theory to a mental health context
- Basic human, social, psychological, cognitive and physical development
- Confidentiality and privacy
- 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 actions
- Ethical guidelines including confidentiality, duty of care and public liability
- Impact of culture and belief systems on mental health and illness
- Impact of stigma and discrimination on consumers with mental health issues
- 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
- Mental Health Act - 'Authorised person'
- Organisation policies and procedures for privacy and confidentiality of information
- Organisation policies, procedures, guidelines and protocols (i.e. daily living, medication, dealing with changes in wellbeing, sexual harassment, abuse prevention)
- Organisation policy and procedures
- Organisation's definition of challenging behaviour related to mental health problems
- 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 for people with mental health problems

REQUIRED SKILLS AND KNOWLEDGE

- Principles of non-discriminative practice
- Principles of psycho-social rehabilitation
- Relevant anatomy, physiology and associated pathophysiology
- Relevant legislation related to mental illness
- Relevant mental health terminology

continued ...

REQUIRED SKILLS AND KNOWLEDGE

Essential knowledge (contd):

- Relevant occupational safety policies, procedures and guidelines to ensure safe practice
- Risk assessment in the mental health context
- Supervision and reflective practice
- Therapeutic alliance
- Understanding of support requirements for people with mental health problems
- Understanding of the principles of community development as they may apply to clients with mental health issues
- Understanding of work roles or services provided in specific areas (ie. lifespan approach, people from culturally and linguistically diverse groups, Aboriginal and Torres Strait Islanders, alcohol and other drugs abuse)
- Understanding the principles of a recovery model in the mental health context

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 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
- 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
- Facilitate activities of daily living
- Perform nursing interventions such as:
 - assist with electro-convulsant therapy
 - assisting with physical care
 - behavioural observation
 - counselling
 - establishment of therapeutic relationships
 - first aid
 - group or diversional therapy
 - pre and post procedure care
 - prevention and management of aggression
 - skill building programs

REQUIRED SKILLS AND KNOWLEDGE

- social normalisation programs
- social normalisations
- Undertake observations:
 - ability to communicate
 - aggression - physical or verbal
 - close/constant
 - improvements or deterioration in signs/symptoms
 - level of coherence
 - level of risk
 - levels of personal distress and anxiety
 - orientation to person, place, time
 - signs of physical injury/distress

continued ...

REQUIRED SKILLS AND KNOWLEDGE

Essential skills (contd):

- 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
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation/service. Advanced oral communication skills include 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. The work may involve using interpreters
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation/service. The level of skill may range from reading and understanding incident reports and case management materials to preparing handover reports for receiving agency staff
- Work effectively with consumers with mental health illnesses in both general and specialist environments, and with carers, colleagues and other health care providers

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:
 - key features of the Mental Health Act
 - Enrolled/Division 2 nurse's role and responsibilities within the mental health

EVIDENCE GUIDE

environment

- rights of the client in a mental health environment
- nursing management of common mental health disorders, specific medications 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 or in a simulated clinical work environment and under the normal range of clinical environment conditions
- Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to 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 units:

- HLTAP501B Analyse health information
- HLTEN502B Apply effective communication in complex situations
- HLTEN509B Apply legal and ethical parameters

This competency unit incorporates the content of:

- HLTEN410B Deliver nursing care to consumers with mental health issues

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

The key features of the Mental Health Act must include:

- Objectives
- Involuntary admission
- Consumer rights
- Involuntary review processes
- Seclusion and restraint
- Admission procedures
- Community treatment orders
- The role of the mental health practitioner
- Consent
- Confidentiality
- Definition of key terms

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

RANGE STATEMENT

Resources and service providers may include:

- Government agencies
- Non-government agencies
- 24 hour crisis services
- Community mental health centres
- Rehabilitation services
- Family/carer 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

Broad classifications of mental illness must include:

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

RANGE STATEMENT

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

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

- Antisocial/Avoidant
- Bipolar disorder
- Borderline
- Challenging behaviours
- Dependent/Depressive
- Drug induced psychosis
- Dysthymic disorder
- Eating disorders
- Fear
- Generalized anxiety disorder
- Hallucinations
- Histrionic/Narcissistic
- Major depressive disorder
- Major depressive episode
- Manic episode/Hypomanic episode
- Obsessive -compulsive/Paranoid
- Obsessive-compulsive disorder
- Panic disorder
- Passive-aggressive
- Post traumatic stress disorder
- Schizophrenia
- Social Phobia and specific phobias
- Substance abuse
- Suicide ideation

RANGE STATEMENT

Common diagnoses must include:

- Panic disorder
- Social phobia and specific phobias
- Obsessive-compulsive disorder
- Post traumatic stress disorder
- Depression
- Bipolar disorder
- Eating disorder
- Borderline personality disorder
- Schizophrenia
- Dementia
- Delirium
- Anxiety disorder

Consumer mental health needs may include:

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

RANGE STATEMENT

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:

- Identifying and considering specific risk
- 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

Support processes may be informal and/or formal and may include:

- Problem solving techniques
- Evaluation
- Risk assessment
- Interviewing techniques
- Information provision
- Group work
- Individual support
- Working with carers and others
- Relaxation management
- Stress management
- Anger management
- Coping strategies
- Counselling and support groups

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 assessment

Consumer characteristics or behaviour patterns that require documentation may include:

- Suicidal ideation
- 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
- Treatment choices

The classification of medications used in mental health treatments may include:

- Mood stabilizers
- Antidepressants
- Anti anxiety agents
- Antipsychotic / neuroleptic drugs
- Sedatives/hypnotics

RANGE STATEMENT

Specific adverse effects may include:

- Dystonia
- Akathisia
- Parkinsonian syndrome
- Tardive dyskinesia
- Neuroleptic malignant syndrome
- Orthostatic hypotension
- Photosensitivity
- Toxicity
- Hypertension / hypotension
- Weight gain

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

Types of therapies may include:

- Counselling
- Group Therapy
- Pharmacological
- Electroconvulsive therapy
- Psychotherapy
- Cognitive behavioural therapy

Unit Sector(s)

Not Applicable