

Job position:	Position grade:	Reports to:	Direct reports:	Total reports:
Mental Health Reviewer	B	Inspection Manager	0	0
Summary of role scope <ul style="list-style-type: none"> Undertakes Mental Health Act (MHA) monitoring activity across the relevant geographical area. Acts as an MHA specialist on inspection visits. Responsible for the ongoing management of an allocated portfolio and ensuring records are regularly updated. Works within the inspection team but also acts autonomously. Builds and maintains strong working relationships both internally and externally. Contributes MHA expertise to the inspection programme to make sure they meet fundamental standards of quality and safety. Considers complaints pertaining to detained patients and manages accordingly. Responds to the review of deaths of detained patients as directed by the agreed methodology. Demonstrates and embeds CQC vision, objectives and values. 		Responsibilities/ Accountabilities: <ul style="list-style-type: none"> Develops and delivers an individual MHA monitoring plan which details activities, timelines and priorities. Participates in inspection visits as the MHA specialist within an inspection team, ensuring findings about performance under the MHA are scrutinised and findings included in the final report and rating. Delivers individual workload as well as working flexibly as part of a team, undertaking tasks as required. Ensures appropriate agreed methodologies are followed. Manages a portfolio and escalates issues and risks to the inspection manager as appropriate. Updates the relevant systems to ensure records are maintained and an audit trail is recorded. Undertaking Human Rights monitoring visits as part of the duties of the MHA 1983. Reviews complaints from detained families or their cares and acts accordingly Reviews and contributes to the review of deaths of detained patients following agreed methodology Supports and actively participates in the wider mental health inspection programme providing specialist knowledge and advice to colleagues. Reviews and provides specialist knowledge regarding MHA notifications to colleagues. Owns the relevant service/area/directorate and other provider relationships to deliver service improvement. Responds to the requirements of inspection programme and assists in for the delivering of a risk based inspection which then feeds into the team and regional risk register. Uses autonomy appropriately to assure safety and quality of regulated services linking to inspection colleagues when additional action is required. Liaises and engages with detained patients their families and carers in the most appropriate manner to ensure the service users voice is reflected and heard. Builds and maintains wider relationships to ensure knowledge and information are shared across networks. Assesses information received from a variety of channels e.g. providers, whistle blowing, safe- 		
Key performance indicators: <ul style="list-style-type: none"> To be confirmed 				
Key working relationships/ interactions: <p>Internal</p> <ul style="list-style-type: none"> Inspection Managers Team members Regional team Specialist advisors Analysts 				

Our Purpose:

“We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve”

Our Role:

“We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care”

<p>External</p> <ul style="list-style-type: none"> ▪ Providers ▪ Nominated Individuals ▪ Local authority ▪ CCG and QSG ▪ Local authority safeguarding teams ▪ Complainants ▪ People who use services ▪ Other professional bodies as appropriate 	<p>guarding (etc.) to help determine relevant actions required.</p> <ul style="list-style-type: none"> ▪ Ensures judgements are supported by clear corroborated evidence and take into account guidance produced by CQC and reports on the findings as appropriate. ▪ Successfully delivers relevant Key Performance Indicators. ▪ Contributes to the knowledge base of the organisation and shares knowledge through appropriate forums e.g. team meetings. ▪ Utilises monitoring and inspection tools and current methods for relevant sector as signposted in CQC guidance. ▪ Supports colleagues in ensuring the registration is kept up to date and where appropriate attends registration visits to make sure the requirements of the MHA are in place. ▪ Ensures individual personal development plan is maintained and updated from discussion in regular line management meetings. ▪ Actively contributes to performance development reviews and completes the required documentation. ▪ Maintains an awareness and understanding of CQC policies and procedures and ensures these are reflected in everyday practices. ▪ Attends and contributes to all relevant meetings that are appropriate to the role. ▪ Attends mandatory and other training as required to support individual development. ▪ Encourages a culture that values openness, honesty, rigour and challenge to embed the CQC values and behaviours. ▪ Raises awareness and improves practice in respect of Equality and Diversity; challenge discrimination and promote human rights in the workplace; internally for CQC and externally for service users.
<p>Person specification:</p> <p>Essential:</p> <ul style="list-style-type: none"> ▪ In depth knowledge and working understanding of the Mental Health Act. ▪ Proven track record in talking with detained patients. ▪ Experience of using analytical information and robust evidence to inform decisions against a risk-based methodology and evidence gathering and synthesis. ▪ Experience of operating in a professional autonomous and risk based decision-making environment. ▪ Excellent communication skills, both written and oral and has the ability to tailor information and presentation depending upon audience's needs. ▪ Experience in managing conflict and articulating coherent rationales for action. ▪ IT Literate with a thorough understanding of all Microsoft IT packages and experience of using complex databases. ▪ Stakeholder engagement skills and ability to build relationships with people at all levels of seniority. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge of Regulations under the Health and Social Care Act 2012 and associated regulations. ▪ Understanding of the CQC judgment framework. ▪ Knowledge of enforcement processes. ▪ Investigation and Police and Criminal Evidence Act (PACE) interviewing skills. ▪ Experience of working in a responsive, flexible and targeted way and able to work remotely. ▪ Knowledge and understanding of/ or experience of working with or caring in Health and Social Care. 	

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Values & Behaviours

Excellence

In my work for CQC:

- ✓ I set high standards for myself and others, and take accountability for results
- ✓ I am ambitious to improve and innovate
- ✓ I encourage improvement through continuous learning,
- ✓ I make best use of people's time, and recognise the valuable contribution of others

Caring

In my work for CQC:

- ✓ I am committed to making a positive difference to people's lives
- ✓ I treat everyone with dignity and respect
- ✓ I am thoughtful and listen to others
- ✓ I actively support the well-being of others

Integrity

In my work for CQC:

- ✓ I will do the right thing
- ✓ I ensure my actions reflect my words
- ✓ I am fair and open to challenge and have the courage to challenge others
- ✓ I positively contribute to building trust with the public, colleagues and partners

Teamwork

In my work for CQC:

- ✓ I provide high support and high challenge for my colleagues
- ✓ I understand the impact my work has on others and how their work affects me
- ✓ I recognise that we can't do this alone
- ✓ I am adaptable to the changing needs of others

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