

Health and Security Assistant (HSA) Integrated Model Service: Kurrajong Mental Health Inpatient Unit

Topic The Health and Security Assistant (HSA) Model proposes the establishment of a dedicated team of permanent HSA positions for the Kurrajong Mental Health Inpatient Unit at Tweed Valley Hospital.

HSA Model Background Information

The Health and Security Assistants (HSAs) provide clinical support services including general assistance in wards, transfer of patients, cleaning duties, equipment and supplies at the unit and undertake security related duties as required and directed.

The Kurrajong Mental Health Inpatient Unit currently use HSAs rather than Security Officers and to date this position is rostered 7 days per week for morning and afternoon shifts. Kurrajong access the wider Hospital Security and HSA team on a need basis.

The transition from the Tweed Hospital to the new Tweed Valley Hospital in May 2024 has resulted in an enhancement to the Kurrajong HSA resources of 4.4FTE. The total HSA allocation for Kurrajong at Tweed Valley Hospital is now 7.6FTE.

Proposed HSA Model

To better support the needs of Kurrajong patients it is proposed to establish a 24/7 HSA Integrated Model. This will mean that the HSA position would be rostered for all shifts; morning, afternoon and evening shifts 7 days per week (equates to 4.2FTE). HSA staff will be rostered in Kurrajong Wing 2 in the High Dependency and Low Dependency Units and will work to support the Short Stay Unit in Kurrajong Wing 1 as required. The location of HSA staff will be directed by the Nurse Unit Manager or Nurse in Charge on duty.

The HSAs would be integrated into Kurrajong's multi-disciplinary team of nursing, medical and allied health staff. This will ensure a focus on observation and engagement, and team-based collaborative care.

The perceived benefits of HSAs being integrated into the multi-disciplinary team include:

- Finding appropriate applicants with experience, training and preparedness to work within a Mental Health setting;
- HSAs provided with further supports/training to respond safely and effectively to aggressive or disruptive behaviours within the unit as part of the multi-disciplinary care team;
- The capacity to establish rapport with patients of the inpatient unit and be integrated as part of the multi-disciplinary care team;
- Capacity to undertake duties within the scope of the classification and to participate in supporting diversional activities.

Next Steps

Dedicated HSA roles will be established as part of the Kurrajong Mental Health Inpatient Unit ongoing staff profile.

Recruitment will commence to the vacant HSA roles (5.8 FFTE). The HSAs will be recruited and managed by the Nurse Unit Manager, Kurrajong and integrated into the multi-disciplinary team at the Kurrajong Mental Health Inpatient Unit.