

# Learning Environment



## Dietetics

# Learner Booklet

## Welcome

We would like to warmly welcome you to Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR).

We have created this pack as a useful resource to help you to settle in with us. The purpose of this booklet is to provide you with information to help you on your learning environment.

## About LTHTR

### We have three equally important strategic aims:

- To provide outstanding and sustainable healthcare to our local communities
- To offer a range of high-quality specialist services to patients in Lancashire and South Cumbria
- To drive health innovation through world class education, training and research

We provide a range of Hospital based health services for adults and children and cover a range of specialities. These include cancer services such as radiotherapy, drug therapies and surgery, disablement services such as artificial limbs and wheelchair provision. Other specialities include vascular, major trauma, renal, neurosurgery and neurology including brain surgery and nervous system diseases.

### Our five core values:

- Being caring and compassionate
- Recognising individuality
- Seeking to involve
- Building team spirit
- Taking personal responsibility



We deliver care and treatment from three main facilities:

- Royal Preston Hospital
- Chorley and South Ribble Hospital
- Specialist Mobility and Rehabilitation Centre, Preston

In relation to car parking, please refer to your Induction to the Trust, for information regarding car parking. Additional information can be found on our Intranet page.

<https://legacy-intranet.lthtr.nhs.uk/car-parking-documents>



## Learning Environment

A very warm welcome to Lancashire Teaching Hospitals NHS Foundation Trust and to the Department of Nutrition and Dietetics. You have joined a warm and friendly team of Dietitians, a Dietetic Assistant Practitioner, Dietetic Assistants and Admin Support staff and we hope you will really enjoy your placement with us. We understand that starting a clinical placement can be a daunting experience and hope that you will find this pack a useful resource as you settle in with our team.

### THE DEPARTMENT OF NUTRITION AND DIETETICS

Our department engages in a wide range of clinical services, working across all divisions and specialities within this large teaching hospital, including adult and paediatric services at both sites, Royal Preston Hospital (RPH) and Chorley and South Ribble Hospital (CDH). The acute dietetic service involves the management of a busy inpatient caseload with a predominant focus on nutritional support. The Paediatric and Renal teams are engaged in a high level of outpatient activity, with the Adult Team also running a number of outpatient clinics.

#### *Clinical areas*

Some of the areas to which we provide dietetic input include:

- Gastroenterology (including specialist FODMAP and Coeliac clinics)
- Head and Neck Oncology (including specialist pre- and post-treatment clinics)
- Gastrointestinal (GI) Surgery
- Intestinal Failure and complex Nutrition Team (including TPN and HPN, high output stoma, eating disorders)
- Respiratory including specialist Ventilation
- Stroke
- Renal (including outpatient dialysis units)
- Critical Care and Major Trauma
- Elderly Medicine
- Orthopaedics
- Plastics
- General and Emergency Medicine
- Cardiology
- Urology

#### *Group Education*

We provide patient group education sessions, such as cardiac rehabilitation, and undertake teaching of clinical and catering staff. We provide Inter-professional teaching sessions for students and contribute to the Trust enteral feeding study days in addition to arranging activities for Nutrition and Hydration Week. Specialist Dietitians are also involved in education to medical and multidisciplinary teams within their

clinical areas. We hope to be able to involve you in at least one of these sessions during your placement.

## **WHERE TO SEEK HELP OR ADVICE**

Our departmental Student Training Lead will oversee the placement planning and assessment.

You will be assigned a placement supervisor who will spend some clinical time with you weekly, carry out your end of week review and be included in your halfway and final assessment.

The Trust also has a Learners Support Team who you can contact at any time for additional support, advice and guidance – [learner.support@lthtr.nhs.uk](mailto:learner.support@lthtr.nhs.uk)

We are a friendly approachable team and any member of the department will try and assist you with any queries or help with familiarisation with new systems and processes, please ask. Any problems should be escalated to your clinical supervisor or the lead student trainer with whom you can discuss matters in confidence. As the office is restricted for space, please let them know if you need to discuss something in private, this can be arranged.

## **LEARNING OPPORTUNITIES**

As detailed above we provide a dietetic service to a variety of specialist areas and aim to give you some experience of each by organising your placement into speciality blocks.

Some of these may involve some shadowing but we aim to enable you to interact, be involved and practice and build your skills as much as possible.

During your placement there will be a project or audit for you to undertake which may be carried out jointly with a fellow student.

We also include an opportunity to do a group presentation.

If there are any relevant procedures such as gastrostomy tube placement that you would like to see, we can include this in your timetable.

In addition, we can provide some tutorials to support your learning.

## PRIORITIES FOR LOCAL INDUCTION

Within your first days in the department, the following matters will be covered:

- Departmental/Trust orientation
- Induction timetable
- Trust Uniform Policy
- I.D. Badges
- I.T. Access and systems
- Contact/Departmental Communication/Bleep Systems
- Health and safety including fire arrangements
- Policies
- Confidentiality statement included in the Student Training Welcome Induction folder- form to be completed and returned to [Allocations@LTHTR.nhs.uk](mailto:Allocations@LTHTR.nhs.uk)

### *Departmental/Trust Orientation*

You will be provided with a general tour of the hospital and clinical areas relevant to your role, including main office orientation. If you are required to work across sites, you will have the opportunity to see both Royal Preston Hospital (RPH) and Chorley and South Ribble Hospital (CDH). You may wish to refer to the Trust Intranet for details of the inter-hospital shuttle service.

### *Timetable*

Your Clinical Supervisor or lead trainer completing your induction will provide you with a placement timetable.

### *Uniform/Dress Code Policy*

Unfortunately, we do not have allocated changing facilities, but you will need to travel to the hospital in your own clothes and change on site into your University Student Uniform. At the end of the day please change before you return home. Please tie your hair back if it is longer than shoulder length and don't wear a cardigan in clinical areas, arms need to be bare below the elbow.

### *I.D. Badges*

A student I.D. badge will be issued to you. This must be displayed at all times when on Trust premises. This will also give you facilities such as use of printers and photocopiers.

### *I.T. Access and systems*

Within the department we use of a number of I.T. systems for which you will be provided training during your induction.

### *Helpful Information*

Finding the Dietetics T Drive:

My Computer - T Drive PSS-RPH - dietetics (you may wish to save this to your favourite destinations)

Adding the Network Printer:

All printing is via a virtual job queue, which prevents the need to add local printers each time you use a different desktop computer. To add the network printer to your account:

Start menu - Devices and Printers - Click add a printer - Add a Network, Wireless or Bluetooth Printer - The printer I want isn't listed - Select shared printer by name - In text box type [\\lthrs2\CanonSecurePrint](#) - Next and Click to install driver if required- Tick to set as default and 'Finish'

## **DEPARTMENTAL CONTACT DETAILS**

**Telephone Extensions** (From outside the hospital pre-fix the extension number with 52)

|                                   |                     |                         |      |
|-----------------------------------|---------------------|-------------------------|------|
| Main Office                       | 3270/3271/3272/2507 |                         |      |
| Main Office (Admin)               | 2467                | Renal Team Office       | 2921 |
| Paediatric Office                 | 2517                | Paediatric Office       | 2507 |
| Managers Office                   | 4551                | Chorley Dietetic Office | 5169 |
| Nutrition Nurses<br>(Secretaries) | 3057                |                         |      |
| Speech and Language<br>Therapy    | 2426                |                         |      |

### **To use call back:**

If you dial an internal phone number and the line is engaged, dial \*0 and put the phone down. Once the line is free, you will get a fast-ring tone identifying that you can pick up the phone to connect.

### **To transfer calls:**

If you need to transfer a caller to another internal extension press the 'consultation' button and the extension to which you want to transfer the caller. Put down the receiver for the other line to connect.

### **To pick up a call on another extension:**

If a phone in the office rings you can connect from your nearest phone by pressing \*3 then the extension of the phone that is ringing.

**To call an external number:**

Dial 9 prior to the phone number.

If calling RPH from an external phone you will dial 01772 52 followed by the extension you require.

If calling CDH from an external phone you will dial 01257 24 followed by the extension you require.

**Switchboard:**

RPH: 01772 716565

CDH: 01257 261222

**Bleeps**

You will make use of the Trust automated bleep system regularly. To bleep a member of the team/Trust staff, the following instructions apply:

Dial 66 → Await verbal instruction →

Dial the 4-digit bleep number you require followed by the 4-digit extension no. of the phone from which you are dialling →

Await confirmation then put the handset down

Wait for the handset to ring then answer

**Work mobile phones**

Many of the team members now have a work mobile, there is a list saved in the dietetic drive folders -Bleeps & Work mobiles

*Health and safety including fire arrangements*

The organisation is committed to improving the safety of patients in relation to their treatment or care. You need to be aware of what clinical risks patients may face when being cared for in your working environment or how your job can affect patient safety. All staff are responsible for raising any concern around patient safety immediately. It is important to speak to your Clinical Supervisor, area manager or staff in the area where any incident occurs. This ensures that everyone is aware of the incident and what has been done to resolve it or prevent it reoccurring.

Fire safety will be discussed at your Trust induction; however, you will be shown local fire procedures during local induction with our Fire Officer.

*Medical Devices*

If your role requires the use of weighing scales for patients and enteral feeding pumps you may be required to undertake training to use these items. Your Clinical Supervisor will discuss with you as relevant to your role.

### *Policies*

There are several policies that you will need to be familiar with. These policies can be found on the intranet and will be discussed with you by the member of staff completing your local induction. It is your responsibility to know where to find these policies following induction:

- Code of Conduct for Employees Policy and Procedure
  - <http://lthtr-documents/current/P191.pdf>
  - <http://lthtr-documents/current/P587.pdf>
- Equalities Policy and Procedure
  - <http://lthtr-documents/current/P377.pdf>
- Email, Internet and Social Networking
  - <http://lthtr-documents/current/P14.pdf>
- Dress Code Policy
  - <http://lthtr-documents/current/P299.pdf>
- Smokefree Policy
  - <http://lthtr-documents/current/P291.pdf>

Local policies within the Dietetic department and a number of clinical guidelines related to nutrition which can be found in the Dietetic induction folder or can be accessed via the Intranet, please find the following:

- Malnutrition University Screening Tool (MUST)
- Refeeding policy

### *To Notify Absence*

Please contact the main Dietetic Office number 01772 522467 if you are unable to attend leaving your contact details for the lead trainer or your personal supervisor to return your call if they are not available when you call.

Also, you are required to notify the Trust Learner Support Team by email on [learner.absences@LTHTR.nhs.uk](mailto:learner.absences@LTHTR.nhs.uk)

### *Placement Absence*

**In your final week of placement please complete the feedback questionnaire found on the following link <https://www.surveymonkey.co.uk/r/Dietetics2022>**

This is a requirement of Health Education England standards which our organisation is measured against.

## **Induction**

The Local Induction process will take place throughout the first week of your placement.

This will comprise of:

- Trust and department orientation, including housekeeping information
- Location of emergency equipment
- IT access
- Reading & acknowledgement of Mandatory Trust policies such as Health & Safety, Fire Safety, Infection Control, Information Governance, Staff Code of Conduct, Social Networking and Dress Code policies.
- Adult Basic Life Support training if applicable
- Trust Moving & Handling Training if applicable
- COVID-related policies & procedure
- Orientation
- Professional voice: - freedom to speak up, datix, chain of command, open door policy
- An awareness of our Educational Governance Team- evaluation and importance of feedback
- Inter-professional Learning Sessions
- Practice Assessment Record and Evaluation (PARE) training, if applicable
- Collaborative Learning in Practice (CLiP™), if applicable
- How the role of Practice Development Facilitator can support you, where applicable



## What to bring on your first day

- Uniform: All other items in the dress code policy must be adhered to <https://legacy-intranet.lthtr.nhs.uk/search?term=uniform+policy>

- A smallish bag which would fit into a small locker.
- You may wish to bring a packed lunch and a drink on your first day.

## Inter-professional Learning Sessions and eLearning Resources

At our Trust, our Education Team facilitates a yearly programme of Inter-professional Learning (IPL) sessions. This programme consists of various teaching sessions, delivered by our Specialist Teams, to support and enhance our learners and trainees' learning experience with us.

Inter-professional learning is an important part of your development and allows you to build professional relationships and communication skills with the wider multi-disciplinary teams. Our IPL sessions are valuable in supporting you to stretch your knowledge and experiences to enhance your clinical practice. They also help bridge the gap between theory and practice, allowing you to hold a deeper understanding of the topics discussed. Our sessions are open for all learners and trainees on placement at our Trust to attend and these learning opportunities are an extension to your learning environment; therefore, these hours need to be recorded on your timesheets. We encourage our staff to facilitate enabling a learner/trainee to attend these sessions.

**Please note: You must inform your learning environment prior to attending a session.** These IPL sessions need to be discussed in a timely manner with your learning environment.

You are required to complete a reflection on each of your IPL sessions, as well as documenting on your HEI documentation what you have learnt and how this relates to your current placement.

You can book onto our IPL Sessions by accessing this link <https://elearning.lthtr.nhs.uk/login/index.php> and searching for 'IPL'.

You can access our policies and procedures via our Intranet page, which will help expand and stretch your knowledge.

## Support with evidencing your learning outcomes or proficiencies

We encourage you to use the Trust learning logs to collate and evidence your skills, knowledge and abilities achieved. You can then present your completed learning logs to your Practice Assessor/Educator during your assessment meetings. Any staff member who is involved in coaching you can complete your learning log feedback.

You can request time during your placement hours to complete these and request feedback prior to the shift ending. To obtain a copy of our learning logs, please visit our Health Academy Webpage on the link below, where you will see a copy of our CLiP™ Learning Log available for you to download, on the right hand side - <https://healthacademy.lancsteachinghospitals.nhs.uk/support/clinical-placement-support/collaborative-learning-in-practice-clip/>

## Creating a positive Organisation Culture

LTHTr strive to create a great place to work for every colleague and deliver excellent care with compassion to our patients. We all play a pivotal role, not only in providing services but also in shaping the culture of our organisation.

The attitudes, actions and behaviours we experience from others makes a huge difference, both personally and professionally. We want you to feel safe and supported in work to be able to deliver high quality care to others. We also want you to feel confident, supported and empowered in taking positive action to address and challenge others in situations that may make you or those around you feel uncomfortable.

We take a zero-tolerance approach towards any form of abuse. You can find out more about this by reading our [Zero-Tolerance Statement](#), or by taking a look at [Creating a Positive Culture Intranet pages](#).

Here you will find the links to lots of information, resources and training opportunities to help develop your knowledge, skills, and awareness in how to uphold the principles of [zero-tolerance](#), as a colleague at LTHTr.



There is also further information available on [Civility](#), our [Best Version of Us Culture Framework](#) and Supporting Sexual Safety in the Workplace.

## Chain of Command

Keeping patients safe, providing the best care that we can and learning in an environment where you feel safe and valued is important to us. Speaking up about any concern you have on your learning environment is also important. In fact, it's vital, because it will help us to keep improving our services for all patients.

There may be occasions where we witness, experience or are asked to do something that causes us concern. Often these concerns can be easily resolved, but sometimes it can be difficult to know what to do.

Our Clinical Placement Support Team are available Monday to Friday, 8.00am – 5.00pm should you need to contact them in relation to any concerns regarding your learning environment.

If your concern relates to patient safety and/or your concerns are outside of these hours, please follow the chain of command in your learning environment and speak with the person in charge.

Please visit our Freedom to Speak Up page on the Intranet for more details.



## We value your feedback

Our Trust values your feedback. To continuously improve, we offer opportunities for our learners and trainees to provide feedback regarding both your learner experience and your learning environment. We would encourage you to kindly complete your end of placement evaluation, within your clinical hours.

We will keep you updated with the improvements that we make based on the feedback you provide us with.

## Learning Environment Improvement Forum

Our Learning Environment Improvement Forum began in November 2021, with key stakeholders attending; Learners, Trainees, Clinical Staff, Education Leads and our Nursing Directorate. Monthly meetings are held to share new and innovative ideas as to how we can collaboratively enhance our learning environments, to support both learners, trainees and staff.

All attendees at the Learning Environment Improvement Forums contribute their suggestions and guidance on our projects. Collaboratively, exciting improvements are implemented to enhance our learning environments.

Innovative changes made by our Learning Environment Improvement Forum, within Academic Year 2021-2022;

- NEW Learner Boards designed and placed on our learning environments
- Learner booklets made available on our Health Academy webpage to prepare our learners and trainees for their clinical placements, as suggested by our learners and trainees
- PARE and CLiP™ training embedded into our Learner and Trainee Inductions
- Quick Reference Guide designed and created to welcome our learners and trainees to the Trust and prepare them for their clinical placements

We welcome any of our staff, learners and trainees at the Trust to attend our Learner Environment Improvement Forums, to contribute your ideas and suggestions for our new and innovative projects. You can join via the E-Learning Portal - <https://elearning.lthtr.nhs.uk> and going to Courses, then selecting the tab 'Inter Professional Learning', where you will see our forum listed.