

Learning Environment



Discharge Lounge

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>



E-roster for Nursing and Midwifery Learners

It is your responsibility to ensure that you access your Healthroster account on a regular basis, to make a note of your rota.

Please note the following;

- You will need to make any specific requests of change to your rota to your placement area, in line with our Trust Healthroster deadlines.
- You will need to make a request to your placement area for study leave to be added to your Healthroster, should study leave be required.

Orientation to your Learning Environment – Adult Nursing

Please complete and present at your initial meeting.

Pre-orientation 2 weeks prior to starting your Learning Environment

- Arrange a pre-visit to your new Learning Environment.
- Visit your Learning Environment; ask to be shown around and ask what to expect on your first day i.e. where do I put my belongings, where can I put my lunch, where should I go on my first day and who should I report to.
- Ask to be shown your Learner Board, where you will find out who your Supervisor and Assessor is.
- Ask to be shown your Learner Resource File.
- Access your Healthroster to ensure you have your off duty and should you have any queries regarding your rota, please direct them to your Ward Manager or Learning Environment Manager.
- Access your learning handbook via the Health Academy webpage and start planning what you want to achieve from your Learning Environment.
- We advise that on your **first day you will be starting at 9am**, please discuss this with your learning environment.

First day on your new Learning Environment

- Introduce yourself and inform them that it's your first day.
- Ask to be shown around again, should you require this.
- Request to be shown the Team Board where the teams for the day are displayed, so you can familiarise yourself with, who is in your team, who you are working alongside and where your break times will be displayed.
- Ask to have the chain of command explained to you on this Learning Environment and ask who oversees this Learning Environment (i.e. Unit/Ward Manager).
- The local fire procedures have been explained and where you can find the equipment needed.
- Resuscitation equipment has been shown and explained.
- You know how to summon help in the event of an emergency.
- Lone working policy has been explained (if applicable).
- Risk assessments/reasonable adjustments relating to disability/learning/pregnancy needs have been discussed (where disclosed).
- You are aware of your professional role in practice.

Within your first week on your Learning Environment

- Resuscitation policy and procedures have been explained.
- You are aware of where to find local policies.
 - Health & Safety
 - Incident reporting procedures
 - Infection control
 - Handling of messages and enquiries
 - Information Governance requirements
 - Other policies
- Policy regarding Safeguarding has been explained.
- Complete your initial meeting with your Practice Supervisor/Assessor and discuss any Inter-professional Learning Sessions that you would like to attend.

If you require any further support with your orientation, please contact your
Unit/Ward Manager or our Clinical Placement Support Team on
01772 528111/placement.support@lthtr.nhs.uk

Please note: Any member of staff can complete this document with you.

Learning Environment

We would like to welcome you to your learning environment.

The Discharge Lounge at Royal Preston Hospital is under the division of Diagnostics and Clinical Support and our Directorate is Patient Access and Flow.

The Discharge Lounge is an integral part of the patients discharge.

Discharge Lounge Contacts

Telephone 01772 523353/3153/3182

Email Discharge.Lounge@lthtr.nhs.uk

The Discharge Lounge consists of a team of one Sister, five Staff Nurses, one Assistant Practitioner and five Healthcare Assistants.

The discharge Lounge is a unit for patients who have been assessed as no longer needing to reside in hospital. The discharge lounge work with all ward and departments within the trust. Patients who met the criteria as described in the Standard Operating Procedure Document (SOP) will be able to come to the discharge lounge whilst their discharge is being processed.

We can hold 21 chairs or 18 chairs and 2 beds.

The working week is 7 days. The working hours are:

- Mon - Friday: 8am – 8pm.
- Saturday – Sunday: 10am – 6pm.
- Bank Holidays: 10am – 6pm

Policies and Procedures

All the Trust Policies are available on the Intranet. You will need to read and be aware of the following policies

- Attendance Policy
- Uniform Policy
- Mental Capacity Assessment
- Safe Guarding
- Sepsis Policy
- Child Abduction Policy
- SOP – Discharge Lounge

Each morning we have a team Daily Safety Huddle in the Discharge Lounge at 8.30am. It is compulsory for you to attend unless you have discussed with the Sister why you will not be there. Should you not start your shift until after the huddle please ensure you read all of the huddle and sign the front sheet to show you have read it.

Cross site working

Although you will usually have a base, you will be required to work across each of the departments when asked to ensure staffing levels are safely maintained.

This may include working at Chorley. The shuttle bus can be used to transport you to and from Preston.

Lunch breaks

30 minutes is allocated for lunch breaks usually between 12.00pm – 1.30pm. Our staff area is suitable for 2 staff members at once to have their break to ensure social distancing is maintained. Please also complete the track and trace sheet so that a record can be kept should we need it at a later date.

Fridges

We have a fridge in the kitchen. Please ensure your food is labelled with your name and the date. Any food unlabelled will be disposed of as per hospital protocol.

Lockers

We do not have lockers on the department. Your belongings can be kept in the cupboard in the Staff Room. The trust cannot be held responsible for items that may go missing.

Sickness & Absence

In case of sickness or absence, please ring the department and inform the shift coordinator who will ask you to ring later in the day to confirm an expected return to work date. The Sister, Lead Nurse or Matron must be informed.

Learners must also inform their university in addition to this and email learner.absences@lthtr.nhs.uk

Uniform Policy

Please adhere to the uniform policy:

- Clean ironed uniform
- Hair off collar
- Correct footwear
- Plain stud earrings
- Plain wedding band

- Bare below elbows
- No cardigans
- Visible ID badge
- Do not chew gum

Infection Control

Please help maintain a high standard of infection control by ensuring you wear the appropriate Personal Protective Equipment (PPE) when needed and always maintain effective hand hygiene.

Ensure Aseptic Non Touch Technique (ANTT) is carried out to a high standard and waste is disposed of in the correct manner. Contact infection control when you come across incidents such as C-Diff, MRSA and other infections that may require special precautions such as deep clean/fogging.

Safety & Security

If you ever feel threatened by anyone whilst in the hospital setting, try to get away ASAP, keeping yourself near a door.

Security can be contacted on 2215

They can also be fast tracked by dialling 2222 and stating “security, red alert”.

Emergencies

The procedure for an emergency situation in Outpatients is the same as any other area in the hospital.

Patients who come to clinic are often very unwell and the situation can quickly escalate to an emergency.

Please take the time to familiarise yourself with the emergency equipment and its location.

Dial 2222 in the event of a cardiac arrest stating “adult cardiac arrest” followed by Discharge Lounge, Next to Blood Clinic.

Our resuscitation trolley is on Outpatients Department on Deepdale Suite. At Weekends we can access the resuscitation trolley on SDEC.

Ensure you shout for help and use the emergency buzzer if available.

Ask colleagues for emergency equipment such as oxygen and a non-rebreather mask, the resuscitation trolley, glucometer, vital signs monitor and emergency trolley for transferring and come back in full level 3 PPE. (FFP3 mask, full gown, visor, gloves)

The current guidance advises not to commence any aerosol generating procedures (AGP) (i.e. using bag valve mask/pocket mask for breaths during CPR) unless you are in full level 3 PPE. This applies for both green and red patients.

If the patient is confirmed as having COVID or is displaying symptoms – treat them as amber/red and inform 2222 of this when you ring. Do not commence any compressions or breaths until full level 3 PPE is worn.

Carry out an A – E assessment and record the results on the NEWS2 chart.

In the event of hypoglycaemic attack, check the blood glucose level promptly and administer GlucoBoost which is kept unlocked in case of emergencies in the Hypo Box. Glucogel and other medications can be given by a band 5 member of staff. The Hypo Box is again in Outpatients.

Mobile phones

Mobile phones **are not permitted at any times** apart from your break. If there are extenuating circumstances, please gain permission from sister.

Personal phone calls must not be made on the Trusts phones.

Emergency contact details

Please fill out your contact details and your next of kin contact details in case of emergencies. The form is attached to this pack and should be given to your mentor/sister. These details will be kept confidential and will be locked away securely.

Assessors

All learners will be allocated a Practice Assessor and a Practice Supervisor; however, we expect all staff to take every opportunity to teach learners.

Complaints

If at any time you feel concerned about any issue, please do not hesitate to inform your mentor/sister who will address your concerns and do all they can to help you. In the unlikely event you are unable to speak to any of these, please discuss with another mentor/sister.

Datix's should be completed in the event of untoward incidents or near misses. PALS leaflets are available for patients and are located on all reception desks.

Learners

Your Learner Board is in the corridor opposite Room 3.

Suggested Spoke Placements for the Discharge lounge – please see the Learner Board;

- Pharmacy

- Pharmacy Technician
- Bed Manager
- Discharge Facilitators
- DAN's
- AGE UK

You will have the opportunity to spend a week or two with other departments and time for your spoke placements.

We are keen for you to get the most out of your placement and actively encourage you to attend spoke placements to fulfil your learning and development. You will learn many skills such as understanding the discharge process, referring patients to the district nursing service, the role of AGE UK, medication safety, emergency situations and ensuring a safe discharge.

We would be very grateful if you would complete a feedback form for your Practice Assessor and any other nurses you feel have helped you throughout placement.

We hope you have an excellent placement with us.

Useful Telephone Numbers

Discharge Lounge 3353 / 3153 / 3182

Chorley Discharge Lounge 5047 / 5678



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



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 your 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/>

Collaborative Learning in Practice (CLiP™)

CLiP™ is an innovative clinical education model designed to enhance the learning experience of healthcare learners by fostering a collaborative and supportive environment. Originating in Amsterdam and introduced to the UK by Charlene Lobo, Senior Lecturer at the University of East Anglia, CLiP™ has been successfully implemented in various NHS trusts, including Royal Preston Hospital and Chorley & South Ribble Hospital.

- How CLiP™ Works in a Learning Environment

Learners are assigned to a practice environment and divided into smaller groups. These groups consist of learners from various year levels, promoting peer learning and support.

Each group is supervised by a coach rather than a traditional mentor. The coach is responsible for guiding the learners in delivering holistic patient care, covering essential skills, documentation, ward rounds, and shift handovers. Our coaches;

- Provide guidance and ensure that learners meet their learning objectives.
- Help bridge the gap between theoretical knowledge and practical application. Offer continuous feedback and support to enhance the overall learning experience.

Learners will be encouraged to engage in a comprehensive range of patient care activities, which include performing essential clinical skills, maintaining accurate documentation, participating in ward rounds and conducting handovers. Additionally, learners will have the opportunity to follow their patient's journey through specialist units, by attending surgeries and also partaking in specialised treatments, therefore gaining a broader practical experience.

An overarching Practice Assessor supports the coach in order to promote the quality of the learning experience. The Practice Assessor is responsible for overseeing the learners practice assessment documentation and providing necessary support to both the coach and learners.

➤ **Benefits of Collaborative Learning in Practice (CLiP™)**

The collaborative environment helps address the challenges of traditional mentoring, such as workload balance and teaching time. This model aims to alleviate stress for both learners and Practice Assessors whilst promoting a supportive and effective learning experience.

By involving Practice Supervisors and Educators, CLiP™ ensures comprehensive support and continuous feedback, leading to richer learning experiences and better-prepared healthcare professionals.

The structured support system and hands-on learning opportunities help mitigate issues related to perceived lack of support, reducing learner dropout rates compared to traditional mentoring models. (not sure I would include this paragraph as it sounds a bit negative and I don't think the learner needs to read this)

LTHTr are dedicated to implementing innovative educational methods, such as CLiP™, to ensure our learners receive high-quality clinical education and are well-prepared to deliver exceptional patient care.

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 reading our [Zero-Tolerance Statement](#), or 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](#).



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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.

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.