

# Learning Environment



ENT

# 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.lhtr.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.

### **Welcome to the head and neck directorate.**

Welcome to our department, the ENT suite is a busy outpatient department, situated next to car park G. The teamwork across two areas, RPH and Chorley, caring for patients with Ear, Nose, Throat and Head and Neck complaints. The Head & Neck directorate consists of -

- ENT OPD
- Ward 3
- Oral surgery OPD
- Theatres 4/5
- Audiology

We do a variety of clinics including – Two-week rules, New and Follow up, Hot clinic, Post-op clinics with removal of sutures/dressings, Head & Neck cancer, Thyroid cancer, Pre & Post treat clinics, Valve clinics, Otology, Rhinology, Snoring, Rapid Access Neck lump, Voice, Nurse- led Aural care, Skin Prick test, Desensitisation to grass pollen, sleep apnoea/snoring and nurse-led pre-operative assessment clinics.

Our contact details are –

ENT suite – RPH - 01772 523164 & CDH - 01257 247795.

The opening hours are 8.00 hrs -18.00 hrs, with additional clinics organised to meet demands. In the clinic, we have 6 consulting rooms and 1 room for nurse-led procedures. In audiology- we have 6 audiology rooms and work as a team during clinical sessions. We are also attached to the hearing aid department.

We have the support of many multidisciplinary teams including audiology, speech and language therapists, dieticians, medical secretaries.

We hope this document will provide you with the relevant information to support your induction and orientation to the workplace. A Practice Assessor/ Practice Supervisor will be allocated to facilitate you orientation and induction.

Permanent staff will be required to attend the trust induction. The local induction should be completed within an agreed period of time with your line manager.

### **Training and development**

There is a Clinical Educator for the ENT/Head & Neck Directorate who is based on Ward 3 (2498/2088) and is able to advise /facilitate learning by helping staff access relevant courses either at university or in house, E-learning.

There are a number of resources available in the clinic including books, and journal articles.

There are 2 specific interest groups that staff can become involved in -

-BAHNON- British Association of Head, Neck and Oncology Nurses –

[www.bahnon.org.uk](http://www.bahnon.org.uk)

-Cochrane ENT interest group –[www.cochrane-ent.orf](http://www.cochrane-ent.orf)

Appraisals are carried out yearly and training requirements can be discussed then and planned if appropriate.

### Learners

Learners are allocated to the department and the qualified trained staffs are expected to act as supervisors and assessors, having completed the latest NMC guidelines –Standards for Education and training.

### Policies and procedures

These are all listed in the trust intranet.

### Off duty/Holidays

- Monday to Friday
- This must be flexible to cover the hours from 8.00-1800
- Requests should be done in the team diary please write in pencil
- The clinic is closed on bank holidays so staff will not work

**Registrars** 3x rotate every 12 months

**SHO/FY1**-Rotate every 6 months

### Other multi-disciplinary team consultants

**Oncology – Based in Rosemere Centre, RPH**

### AT LTHTR OUR VALUES – ‘SIMPLE THINGS MAKE THE DIFFERENCE’ –

A-Asking

L-Listen

W-Welcome

A-Assist

Y-You

S-Sensitive

- **A**

ASKING- PATIENTS AND FAMILIES FOR THEIR OPINIONS AND FIND OUT WHAT WE CAN DO TO MEET YOUR NEEDS. WE WILL ALWAYS INTRODUCE OURSELVES AND ASK WHAT YOU'D LIKE TO BE CALLED.

- **L**

LISTEN- WE SHOULD ALWAYS LISTEN TO THE VIEWS OF THE PATIENT AND FAMILY & INVOLVE THEM IN DECISIONS ABOUT YOUR PLANNING CARE. LISTENING TO PEOPLES CONCERNS AND TAKING POSITIVE ACTION TO PUT THINGS RIGHT IS IMPORTANT TO IMPROVE THE EXPERIENCE FOR THE INDIVIDUAL AND FOR LEARNING AND IMPROVING CARE IN THE FUTURE.

- **W**

WELCOME- WE SHOULD ALWAYS ACKNOWLEDGE THE PRESENCE OF PATIENTS AND VISITORS AND GREET THEM IN A WELCOMING MANNER.

- **A**

ASSIST- IT IS IMPORTANT THAT WE ALWAYS ASSIST IN MEETING THE NEEDS OF OUR PATIENTS AND OFFER TO HELP THEM AND VISITORS .BEING APPROACHABLE AND APPROACHING OTHERS TO OFFER HELP, ADVISE OR SUPPORT IS A KEY PRINCIPLE OF OUR VALUES.

- **Y**

YOU- ALWAYS TREAT YOU AS YOU WOULD LIKE TO BE TREATED, OUR PATIENTS ARE INDIVIDUALS AND ARE ALL DIFFERENT. WE SHOULD ACKNOWLEDGE THEIR DIVERSE NEEDS AND TRY AND MEET THEM.

- **S**

SENSITIVE- ALWAYS RECOGNISE AND BE SENSITIVE TO THE INDIVIDUAL AND UNIQUE NEEDS OF EVERY PATIENT.BEING SENSITIVE TO OUR PATIENTS NEEDS

AND ENSURING DIGNITY IS MAINTAINED AT ALL TIMES IS A GREAT WAY TO DEMONSTRATE OUR COMMITMENT TO THE TRUSTS VALUES.

### **Emergency Procedure**

There is a red emergency buzzer on each patients hand set buzzer or on the wall in each room and behind the panel. Push the red button in case of an emergency. If you need help fast anything from a fall to an unresponsive patient needs the emergency buzzer to be pushed in a timely manner. If in doubt press it!

The crash trolley is situated in the corridor and will be brought to the patient's location in case of an emergency or if staff believes there could be a pending emergency.

**To get help fast call 2222 and state your emergency and location and then dial 999 for an ambulance.**

*If in doubt call! The crash team would rather attend to a patient that has fainted than a dead one due to delay in seeking help.*

**2222 can also be used for Security-** Can be used to get help if a patient is causing serious threat to staff becoming aggressive and staff are unable to de-escalate.

### **Bleep system**

To use the bleep system: Dial **66** from and ward telephone

When prompted dial the 4 digit bleep then the phone extension which will be printed on the phone. Wait by the phone for a response.

When answering the phone please state you name position and the ward.

### **Spoke opportunities**

If you would like to attend a spoke placement please speak with your mentor.

Available areas are as follows.

Theatre	Dietitian
Audiology	Endoscopy
Speech and Language therapy	Ward 3
Day of Surgery Admission (DOSA)	
Prosthetics	

Clinical Nurse Specialist – ENT, Nutrition Nurse, Hospital Alcohol Liaison.



## 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**

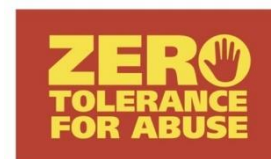
LTHTr strive to create a great place to work for every colleague and deliver excellent care with compassion to our patients. We all play a pivotal role, not only in providing services but also in shaping the culture of our organisation.

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 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.

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.