Learning Environment

Community Healthcare Hub – Meadow Unit

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 in Meadow Unit located in the first floor of Community Health care Hub.

Orientation to the ward

The Community Healthcare Hub is made up of two floors; Buttercup Unit situated on the ground floor and Meadow Unit situated on the first floor. The second floor is a nursing/residential unit. You will be working with the team on Meadow Unit, Meadow Unit is step down facility and GP led, the unit accommodates 32 beds for patients who are medically stable for discharge from the acute setting (LTHTR or Chorley District Hospital) but not ready from a social point of view to be discharged home, patients are admitted to Meadow Unit for continued ongoing discharge planning for rehabilitation or discharge to assess (D2A) who are medically stable. This is a GP led service and patients are under the care of our own Multidisciplinary team such as Occupational therapist, Physiotherapist, Dietician, Social worker, Speech and Language Teams, Specialist Nurses, and Discharge teams. We provide 24hour care aiming to provide the best quality of care towards patients and relatives.

There are on occasions times where patients who have been discharged home from either Preston or Chorley Hospital are unsuccessful on their home first visit and they will be admitted directly into The Community health Care Hub so we can source an

Sickness policy
Meadow unit has got a 24-hour on-site coordinator and if the member of staff needs to be off work due to sickness, he/she will need to ring the coordinator phone on 07935602975, reporting the following:
- Full name
- Reason for absence (this will not be written down in the coordinator folder to respect the privacy but so we can accurately record your sickness on the health roster.)
- How long will the episode last (if known)
- When he/she will contact the unit again to update on his/her condition.

What to bring on your first day
Please make sure that you are following the uniform policy in accordance with the LTHTR Trust policy, other items that you will require are your ID badge and a clean uniform. You are more than welcome to bring with you a notebook so you can make a note of any questions which you might have got while working alongside our great team and make note of all the useful numbers which you will need during your placement in Meadow unit. Please consider bringing water/juice bottle to keep yourself well hydrated.

Changing facilities specific to this learning environment
As per LTHTR Trust policy, if you are travelling by a public transport, you will be required to get changed once you have finished your shift.

We have got a changing room situated near the nursing station along with lockers, the staff will be happy to show you this on your very first day. When travelling to placement in your own transport please ensure that your uniform is covered up and not on show to the general public.

Team structure, including wider MDT

Meadow Unit is divided in 3 teams with approximately 10-11 patients in each team, which is led by the Staff nurse, alongside with Health care assistants under the leadership of Nurse in Charge. We have a big multidisciplinary team in Meadow unit, which includes:
- Head of Community Services
- Matrons
- Unit Managers
- Clinical Service Support Manager
- Nurses
- Healthcare Assistants
- Physiotherapists
- Occupational health nurses
- Dietician
- SALT (speech and language specialist nurses)
- TVN (tissue viability nurses)
- GP nurses
- Advanced Nurse Practitioner who works at ISSA Medical Centre but does a weekly ward round on the unit on a Wednesday each week.
- Doctors from Issa Medical Centre
- Discharge Assessment Nurses and Discharge Facilitators
- Social workers
- Housekeeper
- Domestics team
- Assistant Facilities Manager
- Ward Clerks
- Catering Team
- Front of House Manager

MDT meetings in Meadow unit is on Tuesdays and Thursdays along with the discharge team and therapy team to provide a review and update of each patient in order to facilitate discharge.

Hours of work

Students will be required to work 12-hour shifts over 3 days in a week across a 7 day period to complete the contracted hours of 37.5hrs and will require to do both days and nights.

Contact telephone numbers

Meadow Unit – 01772 528009
Samantha Wright – Unit Manager – 07858678652
Coordinator phone to report sickness – 07935602975

Learning opportunities available
Being part of our amazing multidisciplinary team will give the student a big variety of learning opportunities, as he/she will be able to work alongside each member of the team, such as a Staff nurses, Specialist nurses, Healthcare Assistants, Physiotherapists and Occupational Therapist together with the discharge team. Students will also be able to take part in the MDT meetings and discharge planning process and engage in the individual therapy plan. We also have clinical educators working during the weekdays for any assistance required for E-learning and support in learning. There will be also the opportunity for the student to follow the weekly ward round performed by the GP nurses and doctors from Issa Medical Centre.

List of commonly used medications
All patients admitted to Meadow unit from both LTHTR sites, should have a MAR chart (community prescription chart) and IHDI (Immediate hospital discharge information) along with the 28 days stock of medications and each medication varies on the individual patient. Some patients have weekly medications and is highlighted on the MAR chart. All medications are stored in the individual box in the locked medication trolley and all the controlled drugs (CD) are stored in the clean utility locked cupboard.

Transferable skills
Our multidisciplinary team will help you to develop as many skills as possible while you are on placement at Community Healthcare Hun Meadow unit.

Expectations, linked with professional values
Patients come first in everything we do and as a student you will be expected to meet the trust values:
- Being Caring and Compassionate
- Recognising Individuality
- Seeking to Involve
- Building Team Spirit
- Taking Personal Responsibility

    Along with our behaviours
- Team working
- Taking accountability
- Respect and dignity
- Commitment to quality of care

Escalation of concerns process
Every shift will have a Nurse-in-charge and the staff will be divided into 3 team, each of them led by a trained nurse and healthcare assistants.
If the student is concerned about a patient, the first point of escalation should be the trained nurse who is leading the team, then the Nurse-in-charge and then the ward managers. Student will be working alongside experienced health care assistants who will be able to help you with some concerns. However, if the patient does not feel or look

well, please make sure you escalate to the trained nurse and do not hesitate to press the emergency buzzer.

At the Community Healthcare Hub Meadow unit, the medical aspect is led by a GP located at Issa Medical Centre.

In case of emergency, the number to call is 999, and non-emergency out of hours 111.

Catering facilities specific to your ward (microwaves, tea, coffee, fridge, cake Fridays, break rooms etc

The break room is located on the first floor, next to the entrance door to Meadow Unit.

There are lockers available at the Community Healthcare Hub for you to keep any belongings, please bring a pound or a Trolley Token to enable you to lock the locker.

There is onsite parking which does not come with a fee, as you drive into the Community Healthcare Hub entrance, the car park that is allocated for staff members is to the left, if there are no spaces in the car park then we are able to park on Sainsburys car park free of charge. The spaces on the right of the entrance are allocated to visitors only and staff are not permitted to park there.

We have a microwave and staff fridge at the Community Healthcare Hub, please ensure that you bring your own food, and this has to be named and dated prior to putting into the fridge.

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.