Learning Environment

SMRC

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.

A very warm welcome to Lancashire Teaching Hospitals NHS Foundation Trust and the Specialist Mobility Rehabilitation Centre. You have joined a warm and friendly team of Prosthetists, Orthotists, Physiotherapists, Nursing, APs, HCAs, OTs, Personal Trainers, Gym Instructors, Wheelchair engineers & 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 SPECIALIST MOBILITY REHABILITATION CENTRE

Our department engages in a wide range of clinical services, in a number of specialities within this large teaching hospital, including adult and paediatric services within our centre, at Royal Preston Hospital (RPH) and Chorley and South Ribble Hospital (CDH).

WHERE TO SEEK HELP OR ADVICE

You will be assigned to a Practice Assessor and Practice Supervisor but will also have the opportunity to work with other members of staff within the MDT. This will be discussed with the placement lead who will discuss your progress and be included in your halfway and final assessment.

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 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 number of services and aim to give you some experience of each by organising your placement.

Initially this may involve shadowing the clinician but we aim to enable you to interact with patients early on in your placement to be involved to practice and build your skills as much as possible.

If there are any particular relevant procedures that you would like to see, please advise your clinical lead and they can attempt to include this in your timetable.

DEPARTMENTAL ORIENTATION

You will be provided with a general tour of the centre and clinical areas relevant to your role, including team orientations. If you are required to work at other 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 and timesheets as you will be expected to log times in the centre. General working times are 8.30/9am – 4.30pm approximately. Lunch can be taken between the hours of 11.45 and 2.15pm for 30 minutes.

UNIFORM POLICY

The member of staff completing your induction will discuss with you the uniform requirements. You will also be required to obtain a copy of the Trust Dress Code policy and will be responsible for ensuring compliance with this at all times.

I.D. BADGES

AN I.D. badge will be issued to you and you will be required to wear and display this 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 make use of the Prosys I.T. system. You will be provided with training (cascaded by another member of team.

FIRE PROCEDURE

You will be shown where the nearest "break glass" fire point and fire extinguishers are, and where your nearest assembly point is. Fire evacuation details are held on office notice boards. Please make sure you read these and understand them. Fire drills take place at regular intervals. However, if a continuous alarm bell sounds evacuate **immediately** at the nearest fire exit.

HEALTH AND SAFETY

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 Practice Assessor/Supervisor, 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 and evacuation procedure will be discussed at your induction

FIRST AID

There are trained medical staff and first aiders in the centre at all times. See office notice boards for named staff and designation.

CONFIDENTIALITY

The disclosure of information concerning staff and patients is **not permitted**. Your computer screensaver should be used at all times when away from your work area, and your password should be kept secret. If you suspect anyone knows your password – change it immediately.

FACILITIES

Drinks and light snacks may be taken at your desk whilst working (avoid eating or drinking over your keyboard. Breaks are only taken at lunchtime. There is also a café at SMRC.

CAR PARKING

A pay and display facility is in operation on the site. Please speak with your Practice Assessor/Supervisor if you need to park here to inquire about a pass.

TELEPHONE CALLS

Personal calls must be made in your own time from the payphone in reception or the public phone across the road. The use of mobile phones or pagers is not permitted in the SMRC and only in designated areas in the main hospital site.

SICKNESS

All sickness should be reported to your Practice Assessor/Supervisor before 9.30am and you will be required to email learner.absences@lthtr.nhs.uk

To call an external number:
Dial 9 prior to the phone number.
For emergencies dial 9999

MEDICAL DEVICES

If you are required to use the weighing scales or hoists for patients, you may be required to undertake training to use these items. Your Practice Supervisor/Assessor will discuss with you as relevant to your role.

POLICIES
There are a number of 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*
- Preventing Bullying and Harassment at work Policy and Procedure
  - *http://lthtr-documents/current/P159.pdf*
- Equalities Policy and Procedure
  - *http://lthtr-documents/current/P377.pdf*
- Email, Internet and Social Networking
  - *http://lthtr-documents/current/P14.pdf*
- Staff Development Policy
  - *http://lthtr-documents/current/P292.pdf*
- Dress Code Policy
  - *http://lthtr-documents/current/P299.pdf*
- Smokefree Policy
  - *http://lthtr-documents/current/P291.pdf*

Local policies within the SMRC are found on the notice board.

DEPARTMENTAL CONTACT DETAILS

Contact details – centre number 01772 823822.

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.