The Health Academy

NHS
Lancashire Teaching Hospitals
NHS Foundation Trust

Learning Environment

Sepsis, Critical Care Outreach Team

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.

Sepsis Team

Developed over the last 5 years we are a small team highlighting the importance of sepsis across the trust both at Chorley and RPH. We train and educate staff, learners and trainees to; recognise sepsis early, diagnose and treat sepsis. We work with all areas to ensure the safe care of these patients, management and follow up.

Critical Care Outreach Team (CCOT)

Service developed to improve care and follow up for Critical Care Unit (CrCU) patients. Our team consists of 15 staff including a consultant nurse lead and physiotherapist. We attend deteriorating patients across the trust based on both sites. We work 7am-8pm, 7 days a week, supporting all departments and liaising with the critical care unit supporting tracheostomy patients. We manage care aspects from ward to CrCU with follow up and now physio.

AKI team are alerted to AKI levels 2-3. They review these patients along the same lines of the deteriorating patients and are part of CCOT.

Clinical Night Team (CNT) is part of this service managing MDT care delivery overnight, being the first port of call for wards needing assistance with deteriorating patients, an integral part of the care of deteriorating patients.

Critical Care - 34 beds on the Preston site which is a combination of intensive care (level 3) and high dependency (level 2) patients.

The Preston Site is split up into 5 areas. During your induction to the unit you will be taken to visit each area.

Bluebell = 7 side rooms

Orchid = 2 bays 8 beds

Sunflower = 6 beds including 2 side rooms

Iris = 7 bedded bay

Lavender =6 beds including 1 side room

The Teams

Critical Care Team is approximately 250 members of staff alongside a high number of Consultants, Doctors, Physiotherapists, Occupational Therapists, Dietitians and Clinical Psychologists. We also have specialist nursing teams within our unit such as Critical Care Outreach Team, Advanced nurse practitioners, specialist nurses in Organ Donation and Research nurses.

The unit is secure therefore you can gain access by pressing the intercom at the staff entrance and stating who you are.

Royal Preston – **01772 523407**

Critical Care Outreach Team

Nursing team including AKI and Tracheostomy specialist and Specialist Physiotherapist. Each team member has an area of interest from follow up to IT services support.

Outreach and AKI desks based in Duty room on CrCU - **01772 521556**

Sepsis Team and CNT are based on the main hospital concourse next to the lifts on the ground floor.

Clinical night team with sepsis team on the main concourse ground floor RPH -

01772 524014

Emergency Contact Details

On induction please make sure you complete an emergency contact form and place it in the back of the learner file. This means we have contacts for you in case of an emergency and also can contact you should the off duty need to change.

Sickness

If you are off for any reason, it must be reported to a band 7 directly using the numbers provided above. You must call on the first day and the last day you are going to be off. You also need to email learner.absences@lthtr.nhs.uk

Facilities

Based in the sepsis team office we have access to secure area for belongings.

You will also be able to utilise changing rooms on CrCU and Outreach desks.

It is recommended that you do not bring valuables into work that you cannot keep on your person at all times.

Mobile phones must be switched off in the clinical area and on silent for breaks.

Communication around shifts and off duty must go through the lead assigned for the area. Any swaps must be confirmed and long days discussed with **sepsis lead nurse.**

All shifts must be signed into the list in the student folder to ensure safe working fire regulations alongside PARE timesheets. Eileen Williams is administration for the team.

Learning Resources

Resource Files – In every area we have resource files with information for staff to refer to. They include procedural instructions, policies and procedures.

Staff – all of the staff members working on CrCU/CCOT/Sepsis and CNT have a variety of backgrounds and experiences with varying levels of knowledge and experience. You will primarily have access to the nursing staff but this also includes the doctors, physiotherapists, occupational therapists and specialist teams to name a few. Make sure you access their knowledge and ask any questions!

Paperlite - In October 2015 CrCU went 'Paperlite' meaning all our documentation is now completed using the computer system.

IT - In CrCU each bed has its own computer trolley and chair. Please also use our computers to gain access to the internet for resources, policies and protocols. On Quadramed there is a CrCU guidelines tab at the top of the page, which has a vast amount of information required in your role, please feel free to use. The Sepsis webpage is also available for policies and information both about the team and what the role entails.

Overlap teaching

CRCU

Between 2pm- 3pm, occasionally the education team provide updates and education sessions for all staff members, which learners are invited to attend if they wish.

Within this time we also hold interest group meetings for example neuro, pain, tissue viability, infection control and nutrition to name a few, which students are also invited to attend. We also have a weekly MDT meeting which also learners are invited to attend.

Research SPOKE

CrCU have a dedicated research team based on CrCU they are involved with all teams in the combined placement with various trials. It is recommended that a morning with them is massively beneficial whilst on this placement.

New Starter Study days

As CrCU is constantly developing and evolving we have new staff members joining us on a regular basis. If it is appropriate we can offer a place for learners to attend the new nurse unit study day.

Subjects covered often include: neurosurgery, cardiovascular, renal, and respiratory systems

Learners coming to Critical Care may find the environment quite daunting, this is completely normal!!

Whether it is adapting to the unexpected with patients, action planning patient care or changing priorities for patients, it can be difficult at first to adjust to. However, we all have to start somewhere!

The NEWS scoring includes observations such as blood pressure, pulse, temperature and urine output readings (see below). Alongside the NEWS, students will also be taught how to document ventilator settings, pump rates and blood sugar readings to name a few.

Learners will learn the importance of carrying out a full A to E assessment of the acutely unwell patient, accurately document the fluid balance, and understand the rationale to why it is so important for the deteriorating or CrCU patient.

Learners may; get exposure to subcutaneous injections, nebulisers, and NG or Jejunostomy tubes and medications, may perform oral suctioning under direct supervision, observe procedures on the unit for example: intubations, extubating and insertion of lines, observe a patient having haemodialysis, become involved with a transfer either to CT scan or the ward, become involved with an admission or discharge.

Whilst in Critical Care, learners **must not:**

- Mute alarms without direct supervision (if alarms are muted a student would be expected to give rationale to why they have done so).
- Take blood samples or use the gas machine – but we encourage students to analyse the results once they have been taken with their mentor.
- Change the infusion rate on syringe or volumetric pumps.
- Manually bagging / suctioning a patient without direct supervision.
- Give information to relatives without direct supervision.
- To be expected to be responsible for the airway during rolling a ventilated patient.

Infection Control

CrCU patients are classed as High-risk patients. This is because they are susceptible to infections. As mentioned previously we have five side rooms at RPH and one side room at CDH. As our patients have a lot of hands on care we must strive to break the chain of cross contamination by adhering to the following points. (This list is not exhaustive.) All patients wherever they are should expect infection control process to be followed.
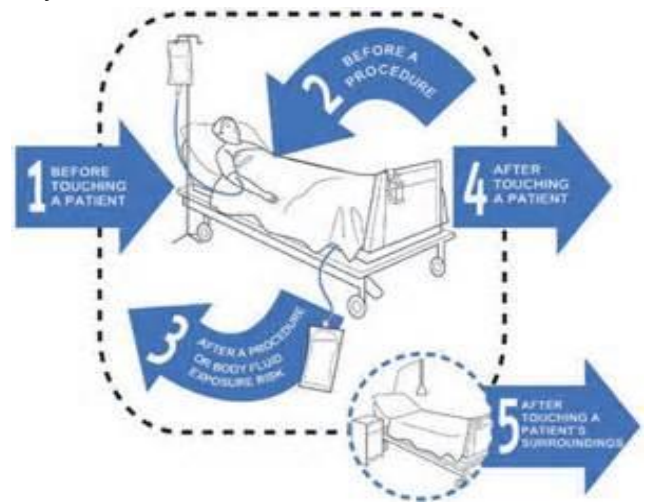
- **Hand washing** – compulsory, must be carried out on start and end of shift. Pre and post meals, before and after the use of gloves, before and after patient contact.

- **Use of alco-gel -** In between patients (where gloves are not worn), In-between procedures when caring for same patient (i.e. handling urine drainage tube).

- **Gloves to be worn -** If likely contact with bodily fluids. (These are for your protection; note if they become contaminated, they may contaminate the patient).

- **Aprons -** New patient new apron. To be worn when dealing with patients or bodily fluids. Each bed space has its own apron dispenser. Yellow aprons to be used for those patients requiring barrier nursing.

It is really important that we ensure we maintain good hand hygiene in-between the "5 points of contact" (see above), to reduce the risk of cross infection.

Learners will also become more familiar with ANTT (Aseptic None Touch Technique) used on the unit, which is involved with making intravenous medications, dressings and procedures.

Off duty

So what will your shift pattern be on CRCU?

Night Shift: 19:00 - 07:30   12 hrs

Long days 07.00 -19:30   12.hrs

Sepsis Team and CCOT (RPH & CDH) are between 7-7:30pm

Early shift: 07:00-15:00

Late shift: 12:00-20:00

Long day by negotiation 07:00-07:30

CNT (RPH), CNT (CH)

19:00-07:30

We strive to complete off duty prior to placement. All students are expected to work early, late and night shifts.

Every learners off duty needs to be documented on a timesheet which are situated in a folder in the sepsis office and the sisters office on CrCU. Midwives are allocated off duty on health roster by sepsis team admin.

If you have any issues, please feel free to discuss these with either your mentors, clinical educators or LEMs.

We hope you enjoy working as part of   Critical Care Services!

Good Luck & Enjoy!

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.
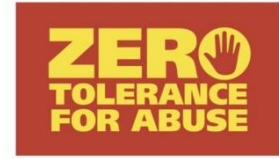
Chain of Command

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.