

Learning Environment



**(Lancashire Community Health Care
hub – Buttercup 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>



Learning Environment

We would like to welcome you to your learning environment.

Orientation to the ward

The Lancashire Community Health Care Hub is made up of two floors; Buttercup Unit situated on the ground floor and Meadow Unit situated on the 1st floor. The 2nd floor is a nursing/residential floor. You will be working with the team on Buttercup Unit; Buttercup is a step-down facility and is GP led, the unit accommodates 32 beds for patients who are medically stable but not ready from a social point of view to be discharged yet. We accept patients from both LTHTR sites, Royal Preston, and Chorley Hospital. 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 Lancashire Community Health Care Hub so we can source an alternative discharge plan but avoids an admission into hospital.

Our patients are under the care of a multidisciplinary team such as Speech and Language Therapist, Dietician, Physiotherapists, Occupational Therapists, Social Workers, and our discharge team.

We provide 24-hour care aiming to provide the best quality of care towards patients and relatives in line with trust's values and behaviours.

Sickness policy

Buttercup Unit has got a 24-hour on-site coordinator. If you are unwell and need to be off sick from work, please 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 you will contact the unit again to update us on your condition.

What to bring on your first day

Please make sure that you are following the uniform policy that is required in accordance with the LTHTR policy. Other items that you will require are your ID badge, a clean uniform, and any stationary such as pens, highlighters. You are more than welcome to bring with you a notebook so you can make a note of any questions which you might have while working alongside our great team and make note of all the useful numbers which you will need during your placement here at Buttercup unit.

Changing facilities specific to this learning environment

As per Trust policy, if you are travelling by public transport to attend your placement, 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

We are such a big multidisciplinary team here at Buttercup unit, which includes:

- Head of Community Services,
- Matrons,
- Unit Managers,
- Clinical Service Support Manager,
- Nurses,
- Healthcare Assistants,
- Physiotherapists,
- Occupational Therapists,
- Dietician,
- SALT (speech and language specialist nurses)
- TVN (Tissue Viability Nurses)
- Advanced Nurse Practitioner who works at Issa Medical Centre but does a weekly ward round on a Wednesday,
- Doctors from Issa Medical Centre
- Discharge Assessment Nurse and Discharge Facilitator,
- Social Workers,
- Housekeeper,
- Assistant Facilities Manager,
- Domestics team,
- Front of House Manager
- Ward Clerks

Every morning the nurse in charge of the unit will lead the MDT meeting which involves the discharge team and physiotherapist team to provide a daily review and update for each patient, in order to facilitate the patient's discharge.

Hours of work

You will be required to work 37.5 hrs per week over 3x 12 hour shifts per week across 7 days a week and will be required to do both days and nights.

Contact telephone numbers

- Buttercup Unit: 01772528010
- Unit Manager number: 07858678655
- Coordinator phone to report sickness: 07935602975

Learning opportunities available

Being part of our amazing multidisciplinary team will give you a variety of learning opportunities, you will be able to work alongside each member of the team and there will also be the opportunity to follow the weekly ward round performed by the ACP and/or doctors from Issa Medical Centre.

List of commonly used medications

At Buttercup unit, patients are being admitted to us from every ward across both sites including both medical and surgical wards, therefore we have a vast number of medications that we administer daily. Each patient will be admitted to Community Healthcare Hub with 28 days' supply of medications, MAR chart (Community Prescription Chart) and IHD (Immediate Hospital Discharge Information).

Transferable skills

Our multidisciplinary team will help you to develop as many skills as possible while you are on placement at Lancashire Community Health Care Hub Buttercup unit that will be transferrable across your career.

Expectations, linked with professional values

Patients come first in everything we do and you will be expected to meet the trust values:

- Being Caring and Compassionate,
- Recognising individuality,
- Seeking to involve,
- Building Team Spirit,
- Taking Personal Reasonability.

Along with our behaviours.

- Team working,
- Taking accountability,
- Respect and dignity,
- Commitment to quality of care.

Escalation of concerns process

On each shift, there will be a nurse in charge of the full unit, and the staff will be divided into 3 teams, each team is 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 the student is in; then the nurse in charge and then the unit manager.

You will be working with experienced Health Care Assistants who will be able to help you with any concerns, however, if the patient does not feel or look well, please make sure the trained nurse is aware of it.

We are GP led at the Community Healthcare Hub and our GP surgery is Issa Medical Centre. There is a flow chart for accessing GP Services which we will show you on arrival to the unit.

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 for 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 be 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 left 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
- How the role of Practice Development Facilitator can support you, where 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 the 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/>

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 – Friday, 8.00am – 4.00pm 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.

Learning Environment Improvement Forum

Our Learning Environment Improvement Forum began in November 2021, with key stakeholders attending; Learners, Trainees, Clinical Staff, Education Leads and our 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.

All attendees at the Learning Environment Improvement Forums contribute their suggestions and guidance on our projects. Collaboratively, exciting improvements are implemented to enhance our learning environments.

Innovative changes made by our Learning Environment Improvement Forum, within Academic Year 2021-2022;

- NEW Learner Boards designed and placed on our learning environments
- Learner booklets made available on our Health Academy webpage to prepare our learners and trainees for their clinical placements, as suggested by our learners and trainees
- PARE and CLiP™ training embedded into our Learner and Trainee Inductions
- Quick Reference Guide designed and created to welcome our learners and trainees to the Trust and prepare them for their clinical placements

We welcome any of our staff, learners and trainees at the Trust to attend our Learner Environment Improvement Forums, to contribute your ideas and suggestions for our new and innovative projects. You can join via the E-Learning Portal - <https://elearning.lthtr.nhs.uk> and going to Courses, then selecting the tab 'Inter Professional Learning', where you will see our forum listed.