**Birmingham**

**Community Healthcare**

**NHS Foundation Trust**

*Best Care*

*Healthy Communities*

**Student Guide**

Practice/Clinical Placements

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*Including information about Birmingham Community Healthcare (BCHC) NHS Foundation Trust*

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# Welcome to our team

We are delighted to welcome you to Birmingham Community Healthcare NHS Foundation Trust (BCHC). Our 5,000 amazing staff work across Birmingham and the West Midlands in a wide range of community and specialist healthcare roles to deliver over 100 clinical services.

We provide community-based care for adults, children, young people and families in many different settings including two community hospitals and HM Prison Birmingham. We also provide services across Birmingham for people with a learning disability. We also provide a range of specialist care and treatment at the internationally recognised West Midlands Rehabilitation Centre and, in partnership with the University of Birmingham’s School of Dentistry, one of Europe’s leading dental teaching and research institutions at Birmingham Dental Hospital.

The Trust works in collaboration with our education partners from across the region to ensure that your learning experiences with us are of the highest standard. During your time here, you will gain knowledge and experience in your chosen field while contributing to the continuing success of the Trust. As students, you bring a new and exciting dimension to every team, and we are keen to invest in this educational opportunity. Such opportunities enable us to strive continually to ensure that we deliver high quality, person and family-centred care across our diverse settings, reflecting our values. We are committed to student education and development. You are our future workforce.

Our core values underpin everything we do and we hope that this is reflected in your experiences. We value your feedback and hope that you feel able to provide this both during and after your placement. This handbook contains important information about our Trust and its role in providing practice and clinical placements as part of your course or programme. Its purpose is to provide you with essential information that you will require when undertaking placements within our service areas - both inpatient settings and all other community services.

We would like to wish you every success for your placement with us, your course or programme and in your future chosen career.

**Richard Kirby**

Chief Executive Officer

**Lorraine Galligan Seema Gudivada**

 Chief of Nursing & Therpies Director of Therapies and Chief AHP

# 2. Introduction:

Welcome to BCHC and to this Student handbook. This handbook covers all learners within the Trust. It provides essential information to support you with preparing for your placement experience with BCHC

BCHC have 5 clinical divisions which include:

* Adult Specialist Rehabilitation Division (ASR)
* Adult community Services Division (ACS)
* Children and Families Division (C&F)
* Dental Division
* Learning Disabilities Division (LD)

Practice Supervisor, Practice Assessor, Clinical/Practice Educator and Supervisors are terms often used to describe professionals who are supporting you in practice. In this document, the term supervisor will be used to describe the professional allocated to you.

Your allocated supervisor will share specific detail with you about your placement and local induction. If there is not a student pack in your allocated placement area, you will need to find the following specific information:

* Role and function of the team that you are working in, including the referral process into the team
* Names and roles of staff as well as contact details if appropriate
* Local area/population served by the team/ward
* Base/hospital you are working in
* Other services in the area
* Any suggested reading for the placement

Information on how to navigate to your placement area is available on the Trust website: [Our locations | Website (bhamcommunity.nhs.uk)](https://www.bhamcommunity.nhs.uk/our-locations)

You will be able to access the Trust Intranet pages once on placement with us.

You can also access our Student Hub via the Trust website:

[Student Hub | Website (bhamcommunity.nhs.uk)](https://www.bhamcommunity.nhs.uk/student-hub)

The practice environment is an important aspect of the whole student learning experience. The Virtual Campus clinical student section ([BCHC: All courses (bchceducation.co.uk)](https://bchceducation.co.uk/course/index.php?categoryid=28)) will provide information about BCHC, guidance on practice context, as well as information on members of the multi-disciplinary team to support inter-professional learning opportunities.

Unexpected or unplanned learning opportunities and experiences will likely arise. We encourage you to take advantage of these and learn from any new or novel situations. Supervision must be available during all reflective practice. This is to ensure you are working within the limitations of your competency.

# Our Trust Values:



#  Our Trust Strategies:



**We need your help!**

As a student in BCHC, we hope that you will endeavour to uphold our values and strategies by encouraging patients or clients that you come into contact with to provide us with feedback about the services and care they receive; whether positive or constructive. This will help us to evaluate whether we are fulfilling our promises to patients.

For more information and to tell patients how they can feedback to us, please visit: [Get Involved | Website (bhamcommunity.nhs.uk)](https://www.bhamcommunity.nhs.uk/get-involved)

**Have Your Say: Complete the National Education and Training Survey (NETS)!**

NHS England is committed to enhancing the quality of education and training for over 250,000 learners and trainees across a variety of clinical roles in the NHS. To support continuous improvement, we conduct the National Education and Training Survey (NETS) each year, offering a platform for healthcare learners and trainees to share their experiences and shape the future of healthcare education.

Since 2019, NETS has been the only national survey open to all healthcare students, trainees, and apprentices, including resident doctors and dentists in postgraduate training.

The survey covers key themes like induction, clinical supervision, facilities, learning opportunities, and teamwork.

While you are on placement with us you may receive communication to complete the NETS survey, which will contain all the information and links you need to complete the survey, which only takes about 10 minutes to complete.

If you receive this communication, please complete it as your feedback helps us make informed decisions to enhance learning environments, support retention and recruitment.

# Placement Areas:

Student placements provided at undergraduate level (direct entry and Apprenticeship if available) include:

* Biomedical Science
* Clinical Psychology
* Dietetics
* Dental Nursing and Dental Hygiene & Therapy
* Medical and Pharmacy Students
* Music Therapy
* Nursing and Nursing Associates
* Occupational Therapy
* Operational Department Practitioners
* Orthoptics
* Orthotics
* Paramedics
* Physiotherapy
* Podiatry
* Prosthetics
* Radiography
* Speech and Language Therapy

Student placements provided at post graduate level include:

* Advanced Clinical Practitioners (ACPs)
* District Nursing
* Health Visiting
* School Nursing
* MSc Clinical Students (Nursing & AHP)

We welcome undergraduate, post graduate and visiting students from various partner Universities and organisations across the United Kingdom and overseas, including:

* Aston University
* Birmingham City University
* Birmingham Metropolitan College
* Birmingham Newman University
* Coventry University
* De Montfort University
* Staffordshire University
* University College Birmingham
* University of Birmingham
* University of Northampton
* University of Wolverhampton

(NB: this list is not exclusive)

# Policy and Procedure Information:

Policies and procedures are very important to the work of this Trust. They form the basis of the care and services that we pride ourselves on delivering to all service users. Policies, processes and procedures also ensure that you and your colleagues work in a safe environment.

When you can access a Trust computer, you should make yourself familiar with the Policies and Procedures webpages. We particularly advise that you read the list below, although this is not an exhaustive list and make time to review this area of the Intranet site. It is also very important to remember that you must also consider any of your own specific University or education provider policies that are pertinent to workplace allocations.

* Information Governance Policy
* Infection Prevention and Control Policy
* Health and Safety Policy
* Fire Safety Policy
* Consent to Treatment Policy
* Uniform and Dress Code Policy
* Confidentiality Code of Conduct Policy
* Email Policy (required for IT access)
* Internet use Policy (required for IT access)
* Social Media Networking Policy
* Complaints and Concerns Policy
* Equality, Diversity and Inclusion Policy
* Safeguarding Policy
* Record Keeping Policy
* Lone Working Policy

# BCHC Trust News

Current news items concerning the work of the Trust will give you a flavour for the diverse opportunities that you will be exposed to whilst you are here with us. Please access the most up-to-date news using the following link: www.bhamcommunity.nhs.uk/about-us/news/

1. **Hints and Tips for a Successful Placement:**
* Take time before you start on placement to familiarise yourself with the shift patterns, uniform requirements and your supervisor contact details.
* Once you have started, familiarise yourself with the placement area of care, local policies, procedures and staff members.
* Students who require access to BCHC Intranet must complete the required forms prior to placement and be proactive at the start of your placement in getting this set up with your supervisor. The Student Hub gives you all the detail and guidance that you need to get this sorted before you start with us:

 [Student Hub | Website (bhamcommunity.nhs.uk)](https://www.bhamcommunity.nhs.uk/student-hub)

* Most students will also require smart-cards to access patient information systems. In addition to the normal IT facilities, there are learning laptops/computers in some placement areas.
* At all times, you must carry out responsibilities with due regard to all BCHC policies. This includes policies on Equality and Diversity, Information Governance, Infection Control, Clinical Procedures, Health and Safety, Incident Reporting.
* While on placement, you are working in a professional capacity. You must adhere to your own professional/University Code of Conduct and our Trust Code of Conduct, and act in a professional manner at all times.
* Make sure you introduce yourself clearly to all service users and staff; indicating that you are a student. Service users need to consent to all care and treatment, including care delivered by a student, and this must be documented in line with Trust policy. When you make an entry into clinical and service user notes, this must be countersigned by your supervisor and/or another member of staff relevant to the treatment. This also applies to entries in electronic and written care notes.
* You are responsible for your own learning so ensure that you make the most of all available opportunities. Use your initiative - ask if you can assist with any work or duties. Make the most of opportunities for inter-professional working as this is an essential element of working in any multidisciplinary team and it is what makes this Trust such a great place to work.
* All staff are important tools for your learning, so use them – this includes registered and non-registered staff from other professions than your own and other students.
* Raise concerns in confidence. If you are concerned that something is wrong or that something inappropriate is happening within your placement, you can raise those concerns in confidence and without fear. Please follow your own University policy with regards to this. We would encourage you to initially raise concerns with your supervisor or the service/ward/unit manager if you feel able and it is appropriate. We also encourage you to access Raising Escalating Concerns Process via: [Policies | Intranet (bhamcommunity.nhs.uk)](https://intranet.bhamcommunity.nhs.uk/policies?media_item=3770&media_type=10#file-viewer). You should familiarise yourself with the Trust and your University/education provider policies for escalating concerns. Do not wait until completing your placement evaluation to raise any concerns. We also have Freedom to Speak Up Guardians across the trust and BCHC have a Freedom to speak up strategy which can be located via [Policies | Intranet (bhamcommunity.nhs.uk)](https://intranet.bhamcommunity.nhs.uk/policies?media_item=3484&media_type=10#file-viewer)
* Be assertive - tell your supervisor if you are unhappy or need help. Do not let them assume things are alright.
* Find out about the complaints procedure within your placement and familiarise yourself with BCHC Complaints and Concerns Policy using the following link: [Policies | Intranet (bhamcommunity.nhs.uk)](https://intranet.bhamcommunity.nhs.uk/policies?media_item=3311&media_type=10#file-viewer)
* We are working to make sure that everything we do is fair, equitable and that we treat people with dignity and respect. You can find more information on the BCHC website to show how we are meeting this essential requirement. [Equality, Diversity and Human Rights | Website (bhamcommunity.nhs.uk)](https://www.bhamcommunity.nhs.uk/equality-diversity-and-human-rights) . You should ensure that your behaviour towards patients and staff includes these principles. The BCHC policy on Equality, Diversity and Inclusion also applies to you as learners on placement: [Policies | Intranet (bhamcommunity.nhs.uk)](https://intranet.bhamcommunity.nhs.uk/policies?media_item=3430&media_type=10#file-viewer)
* Learning is very much a two-way process, so do not keep your ideas and skills to yourself. We value your ideas; as a student, a future health and social care professional and also as an observer of the workings of this organisation. If you have an idea(s) you would like to share or some guidance or help about service improvement, you can contact the Clinical Student Team via email (details can be found on the last page of this booklet).
* Work within your professional boundaries and level of competence - if you are required to have direct supervision to undertake a procedure then you must make sure you have the appropriate person present. At other times, indirect supervision may be appropriate and is a necessary part of your professional development. For example, if you are a student nurse, you need to be involved with appropriate aspects of administration of medication to allow you to achieve your competencies. However, all students should be directly supervised at all times in this process. Do not undertake tasks if you feel unsure of what you are supposed to be doing – always ask for help/advice and never assume.
* Do not do anything that would jeopardise your personal safety. This includes ensuring that you follow local signing in/out policies and Lone Working Policy. More information can be accessed via the following link: [Policies | Intranet (bhamcommunity.nhs.uk)](https://intranet.bhamcommunity.nhs.uk/policies?media_item=3179&media_type=10#file-viewer)
* Be aware of your own time management – there may be times when you are not working with your supervisor or they are unable to involve you with what they are doing. On these occasions, take responsibility for your own learning and make constructive use of your time presenting the outcome of the work to your supervisor. Ideas may include:

» Researching an agreed subject and presenting it on a practice learning/display board. There may be an opportunity to work with other students from other professions on this, demonstrating and evidencing Inter Professional Learning (IPL).

» Review your competencies to discuss with your supervisor, identifying and arranging potential insight opportunities.

» If you are a final placement student, identify any senior staff within BCHC that would support you shadowing them for a period of time. This would need to be organised and agreed so they can identify the appropriate opportunity.

* You may be required to work from other locations, travel between work sites and attend official meetings at BCHC. This will provide you with further learning opportunities.
* BCHC will not accept any liability for personal property used in conjunction with your role as a student. Therefore, you should arrange personal insurance against all appropriate risks for any items.
* BCHC has an obligation under the Health and Safety at Work Act, 1974, to provide safe and healthy working conditions. As a student, you are required to co-operate with management in discharging its responsibilities under the Act and to take reasonable care of the health and safety of yourself and others.
* In order for you to maximise practice learning opportunities and add further depth to your knowledge whilst here at BCHC, it is expected that you will experience the full complement of shifts that the team you are placed with works, and in relation to your programme requirements.
* As well as feedback from your supervisor, feedback from patients, relatives and carers is also a valuable source of information. BCHC may seek feedback from patients about their experience of being treated by students: [View - CommunityTrusts - iWantGreatCare](https://www.iwantgreatcare.org/trusts/birmingham-community-healthcare-nhs-foundation-trust)
* BCHC actively encourages the use of social media but you must ensure that you are adhering to the BCHC Social Media Networking Policy ([Policies | Intranet (bhamcommunity.nhs.uk)](https://intranet.bhamcommunity.nhs.uk/policies?media_item=3769&media_type=10#file-viewer)), your University Policy and your professional standards.
* Please complete your placement evaluation. This is valuable information to your supervisor, the placement area, the education team and the wider Trust. It helps us maintain and enhance practice learning opportunities for all learners and students.

# Induction Checklist

The following Induction Checklist can be used if your student assessment paperwork does not contain an Orientation Checklist for your allocated placement with us. This Induction Checklist does not need to be completed if you can evidence in other ways that you have received orientation information.

**We would advise that this should be completed within your first week with us.**

|  |  |
| --- | --- |
| Name of Student |  |
| Name of Supervisor |  |
| Team / Base |  |
| Start date of placement |  |
| End date of placement |  |
| Name of University / Education provider  |  |
| Name / Contact details link tutor |  |
| Name of Clinical Student Manager (CSM) |  |
| **Topics** | **Supervisor Initials** | **Student Initials** |
| Confidentiality |  |  |
| Professional appearance / uniform in-line with University and Trust guidelines |  |  |
| Working hours / breaks: |  |  |
| Place(s) of work: |  |  |
| Team members |  |  |
| Signing in / out |  |  |
| Computer use (refer to Trust policy), IT access / login |  |  |
| Library Access |  |  |
| Refreshments etc. |  |  |
| Student forums/dates given / bookings made |  |  |
| Parking |  |  |
| Door codes / keys (if appropriate) |  |  |
| Changing facilities/lockers |  |  |
| Building tour (if appropriate) |  |  |
| Fire procedures |  |  |
| Cardiac arrest procedures/equipment |  |  |
| Moving and handling equipment (if appropriate) |  |  |
| Health and Safety responsibilities |  |  |
| Notes locations |  |  |
| No smoking policy |  |  |
| Mobile phones |  |  |
| Laptops / iPads / Smart-cards / Rio Training as required or requested by service |  |  |
| Home Visit procedures (if appropriate) |  |  |
| Buddy System (if appropriate) |  |  |
| Lone Working (if appropriate) |  |  |
| Emergency contact numbers |  |  |
| Incident reporting Procedure |  |  |
| Infection Control, including: hand washing, gel / soap, gloves / bags |  |  |
| Sickness procedure  |  |  |
| Leave as agreed by University and Service advised |  |  |
| Agree strategy for assessment / feedback |  |  |
| Agree strategy to set objectives |  |  |
| Other important policies (please list): |  |  |

We agree that the above topics in the induction have been discussed, completed, and agreed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Signed (Student)** |  | **Date** |  |
| **Signed (Supervisor)** |  |

**You are advised to retain a copy of a signed and dated Induction Checklist.**

* To Claim expenses and business mileage, please refer to your university guidance on how to claim if you are a direct entry student. If you are on an apprenticeship, please refer to the trust guidance.

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The local team which includes your supervisor, all ward / department / multi-disciplinary

team members and the team manager.

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University / Education Provider representatives including personal tutor or Academic Assessor.

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Trust Professional Development Team, Professional Development Managers and Clinical Development Facilitators

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 The Trust Library based at Moseley Hall Hospital; offering support and access to a fantastic

 range of resources. No matter where you are allocated, the library team are able to support

through arranged visits or remotely via email.

If you have any queries or require further guidance, please contact the clinical students team.

**9. Contacts:**

Medical Students: Queries:

**bchc.medical.students@nhs.net**

Pharmacy Students:

**bchc.pharmacy.students@nhs.net**

Pre and Post Registration Clinical Students:

**bchc.clinical.students@nhs.net**

Clinical Apprenticeship Students:

**bchc.clinical.apprenticeships@nhs.net**

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**8. Sources of further support:**