



Better Care: Healthier Communities



Student Guide

Practice/Clinical Placements

Birmingham Community Healthcare
NHS Foundation Trust



Welcome

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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 nursing and specialist healthcare roles. We deliver over 100 clinical services, in people's homes, health centres, clinics and inpatient facilities. Offering these services for children, young people, parents and families as well as adults and community services, two community hospitals, HM Prison service, services for people with learning disabilities, the internationally recognised West Midlands Rehabilitation Centre and one of Europe's leading Dental Hospitals and School of Dentistry.

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. You, as students, bring a new and exciting dimension to every team and we are keen to invest in this educational opportunity. Such opportunities enable us to continually strive to ensure that we deliver high quality, person and family centred care across our diverse settings and reflecting our Trust Values.

Tracy Taylor
Chief Executive Officer

Gwen Gerald-Briscoe
Head of Clinical Education
and Practice Development

We are totally committed to student education and development; you are our future workforce.

During your time here, you will gain knowledge and experience in your chosen field, whilst contributing to the continuing success of the Trust. Our core Trust 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 welcome handbook contains important information about our Trust and its role in providing practice/clinical placements as part of your course/programme. Its purpose is to provide you with essential information that you will require when undertaking placements within our service areas; both with in-patient and all other community services.

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



Trust Values



Accessible

We will provide a range of services that reach out into the community and meet individual need where everyone counts; celebrating diversity and valuing difference.

Responsive

We will listen and work with our service users and partners to meet needs and improve health and wellbeing. We will encourage innovation and excellence, celebrating success and learn from experiences.

Quality

We will provide safe, effective personalised care to the highest standard, providing information to support service users and their carers to make informed choices.

Commitment

Through our actions and commitment, we will strive to make a positive difference to people's lives. We will value our staff, their commitment and the contributions they make.

Ethical

Promoting a culture of dignity and respect, we will make morally sound, fair and honest decisions and be openly accountable. We will commit to investing wisely whilst being socially and environmentally responsible.

Caring

We will deliver our services with respect, compassion and understanding where people are valued and we will act in their best interest.

Placement Areas

Student placements are provided at undergraduate level in Biomedical Science, Dietetics, Nursing (including Associate Nurses), Occupational Therapy, Physiotherapy, Podiatry, Speech and Language Therapy, Clinical Psychology, Dental Nursing, Dental Hygiene and Radiography. And in addition, at post graduate level; Health Visiting, District Nursing and School Nursing.

We welcome undergraduate, post graduate and visiting students who come from various partner Universities and organisations across the United Kingdom and from Overseas: including, Birmingham City University, Birmingham Metropolitan College, Coventry University, De Montfort University, Keele University, Staffordshire University, University of Birmingham, and University of Wolverhampton, amongst others.

- Professionals often use various terms including Mentor, Practice Educator, clinical educators and supervisors, to describe the professional supporting you in your placement with us. In this document, the term supervisor and or mentor will be used to refer to the professional you are allocated to support/assess you while you are on placement with us.
- This is a generic student pack to be used across BCHC and gives you some essential information to guide you through your early days with us. More specific placement detail regarding your placement will most likely be located in your allocated placement area. However, if there is no student pack specific to your allocated placement area you will need to find out some specific information e.g.
 - Role and function of the team that you are working in; including how referrals are made;
 - 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 and how referrals are made;
 - Any suggested reading for the placement;
- How to get to your placement area. You can find detailed information on where all placement areas are on the Trust website; <http://www.bhamcommunity.nhs.uk/about-us/locations-and-maps>
- Other Sources of information: include the Student Hub on the Trust Website; <http://www.bhamcommunity.nhs.uk/working-for-us/student-hub> and of course the Trust Intranet pages that you can access once on placement with us and when you have obtained a Trust IT login.

All this information is designed to help you settle into the practice environment; an important aspect of the whole student learning experience. It will introduce you to the practice context, identify members of the multi-disciplinary team, and present a range of inter-professional learning opportunities.

In addition to the identified placement learning opportunities, there will be unexpected/unplanned learning opportunities/experiences. You are encouraged to take advantage of these opportunities and to learn from any new or novel situations and to engage with reflective practice. (However, you must ensure that you are supervised and working within your competency limitations).

We clarify our expectations of you whilst you are on placement, and highlight what you

can expect from your assigned mentor/supervisor and the practice placement team.

We need your help!

As a student in BCHC, we really hope that you will endeavour to reinforce our key objectives by encouraging patients/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 <http://www.bhamcommunity.nhs.uk/patients-public/what-our-patients-told-us/>

Trust News

Current news items concerning the work of the Trust will really 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 hyperlink:

<http://www.bhamcommunity.nhs.uk/about-us/news/>

Policy and Procedure Information

Once you have started your placement with us you will be able to access very important information about the Trust, including extensive policy and procedure guidance, on the intranet (you will need to access this on a Trust computer and with an IT log in that you should have been able to obtain within your first week with us).

Policies and procedures are very important to the work of this Trust and form the basis of the care and services that we pride ourselves on delivering to all service users and also ensuring 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 (see below). We particularly advise that you read the following, although this is not an exhaustive list and you should 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 | • Internet use Policy (required for IT access) |
| • Infection Prevention and Control Policy | • Social Media Networking Policy |
| • Health and Safety Policy | • Complaints and Concerns Policy |
| • Fire Safety Policy | • Equality, Diversity and Inclusion Policy |
| • Consent to Treatment Policy | • Safeguarding Policy |
| • Uniform and Dress Code Policy | • Lone Working Policy |
| • Confidentiality Code of Conduct Policy | |
| • Email Policy (required for IT access) | |

These Policies can all be accessed via the Trust Intranet: <http://www.bhamcommunity.nhs.uk/>

Hints and Tips for a Successful Placement

- Take time before you start on placement to familiarise yourself shift patterns, uniform requirements and your mentor/supervisor contact details.
- Once you have started familiarise yourself with the placement, local policies and procedures and staff members.
- All students should have access to BCHC intranet and their own email account. Be proactive at the start/before your placement in getting this set up with your mentor/supervisor- the Student HUB gives you all the detail and guidance that you need to get this sorted before you start with us: (<http://www.bhamcommunity.nhs.uk/working-for-us/student-hub/>). Most students will also require smartcards 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 and therefore 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 treatment, including student treatment and this must be documented in line with Trust policy. When you make an entry into clinical and or service user notes this must be countersigned by your mentor/supervisor/and or other member of staff relevant to the treatment. This also applies to entries on electronic 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 interprofessional working as this is an essential element of working in any multidisciplinary team and 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, staff from other professions than your own and other students.
- You can access trust training while on placement in BCHC as appropriate to your learning outcome. E-Learning packages can be accessed via the BCHC e-learning but you must be on a Trust computer to access.
- Be assertive - tell your supervisor/mentor if you are unhappy or need help. Do not let them assume things are alright.
- 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/mentor or the service/ward/unit manager if you feel able and it is appropriate. We also encourage you to access Raising Escalating Concerns Process (<http://nwww.bhamcommunity.nhs.uk/policies/?entryid18=41085&char=R>). 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.
- Find out about the complaints procedure within your placement and familiarise yourself with BCHC Complaints and Concerns Policy: (<http://nwww.bhamcommunity.nhs.uk/policies/?entryid18=19851&q=0~complaints~>).
- 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. You should ensure that your behaviour towards patients and staff includes these principles. The BCHC policy on Equality, Diversity and Inclusion (<http://nwww.bhamcommunity.nhs.uk/policies/?entryid18=19914&q=0~complaints~>) also applies to you as learners on placement.
- Learning is very much a two-way process, so do not keep your ideas and skills to yourself. We value your ideas, both as a student, a future health and social care professional and also as an observer of the workings of this busy organisation. If you have an idea you would like to share or some guidance or help about service improvement you can contact the Clinical Student Team by email (clinical.students@bhamcommunity.nhs.uk).
- 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: (<http://nwww.bhamcommunity.nhs.uk/policies/?entryid18=19968&char=L>)
- Be aware of your own time management – there may be times where you are not working with your supervisor/mentor 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).
- Update the local induction pack and placement information held on your University/education provider webpages.



- Via your IT account understand the training opportunities that are available via the intranet here at BCHC.
- Review your competencies to discuss with your mentor/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.
- We are always striving to get the 'essentials' right at BCHC and with this in mind we have developed a staff forum for every member of staff to have their say to make a positive difference. We want to give you, as a student, such a voice. We want to listen to your views about what we could be doing better and how we can make all placements here the best that they can be making our Trust a better place to work in. Student Forums occur regularly throughout the year and are advertised in placement areas and on the Student Hub (<http://www.bhamcommunity.nhs.uk/working-for-us/student-hub>).
- 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.
- As well as feedback from your supervisor/mentor, feedback from patients, relatives and carers is a valuable source of information. BCHC may seek feedback from patients about their experience of being treated by students (<http://www.bhamcommunity.nhs.uk/feedback/>).
- BCHC actively encourages the use of social media but you must ensure that you are adhering to the BCHC Social Media Networking Policy (<http://nwww.bhamcommunity.nhs.uk/policies/?entryid18=41746&char=S>), your University Policy and your professional standards.
- Please complete your placement evaluation, this is valuable information to your supervisor/mentor, 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 paper work does not contain an orientation checklist for your allocated placement with us. This does not need to be done 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 Mentor/Supervisor	
Team/base	
Start Date of placement	
End date of placement	
Name of University/education provider	
Name/contact details link tutor	
Name of Clinical Development Facilitator (CDF)	

	Mentor/Supervisor Initials	Student Initials
Confidentiality		
Professional appearance/uniform		
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		
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 & Safety responsibilities		
Notes locations		
No smoking policy		
Mobile phones		
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		
Agreed leave		
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 upon.

Signed (Student)		Date	
Signed (Mentor/Supervisor)		Date	

You are advised to retain a copy of a signed and dated Induction Check list.

Sources of further support

- The local team which includes your mentor/supervisor, all ward/department/multi-disciplinary team members, team manager.
- University/Education Provider representatives including personal tutor or link tutor.
- Trust Professional Development Team, Clinical Student Manager and Clinical Development Facilitators.
- 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 team here are able to support through arranged visits or remotely via email etc.

If you have any queries or require further guidance please contact the Clinical Student Manager, one of the Clinical Development Facilitators or our administration team.

Contacts

For all student enquiries email:

Clinical.students@bhamcommunity.nhs.uk

For all allocation enquiries email:

Allocation.students@bhamcommunity.nhs.uk

