



Birmingham
Community Healthcare
NHS Foundation Trust

Student Guide

Practice/Clinical Placements



Best Care
Healthy Communities

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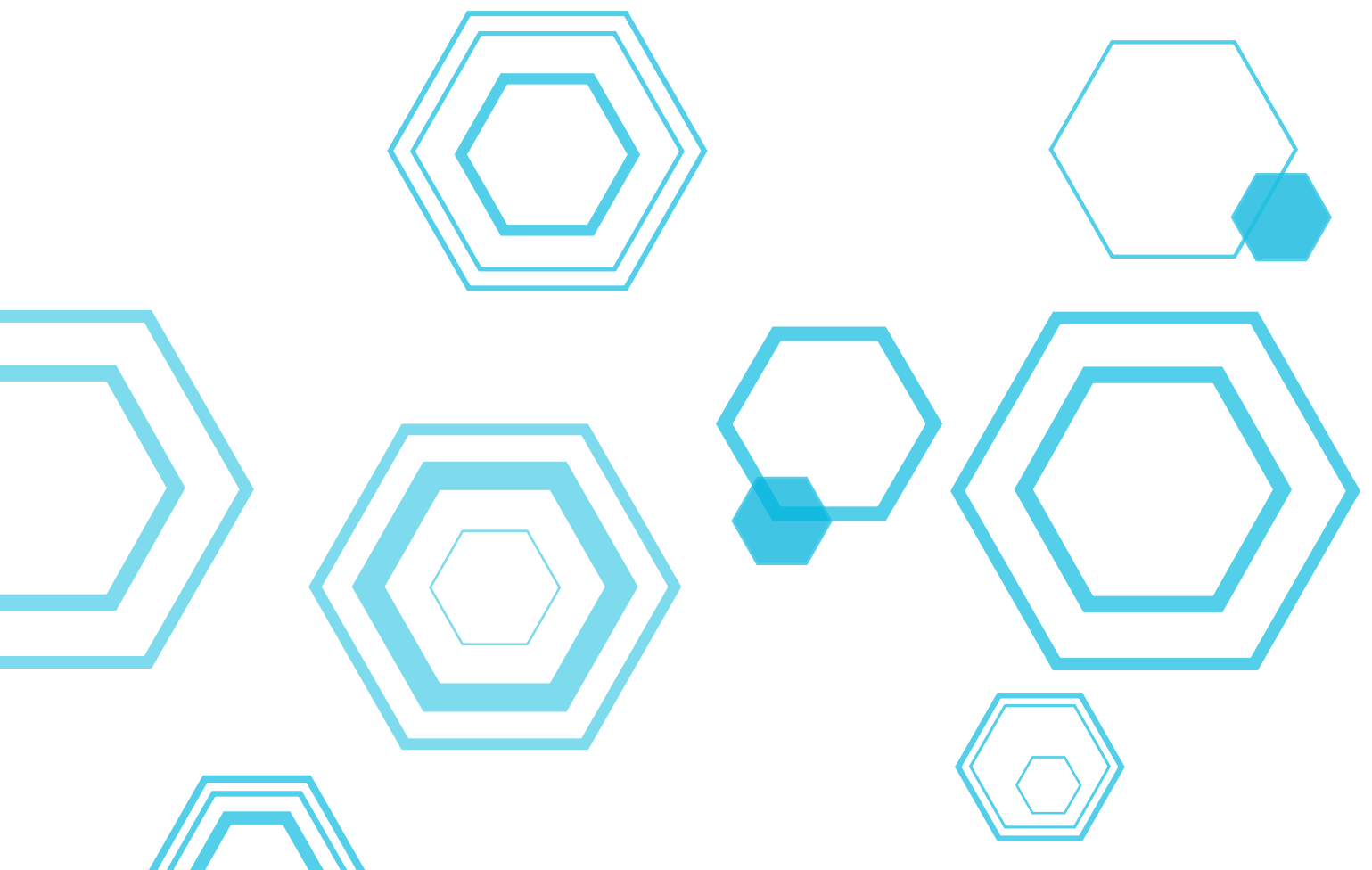
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Welcome to our team

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 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 the new Birmingham Dental Hospital. We also provide services across Birmingham for people with a learning disability.

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. 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. During your time here, you will gain knowledge and experience in your chosen field while contributing to the continuing success of the Trust.

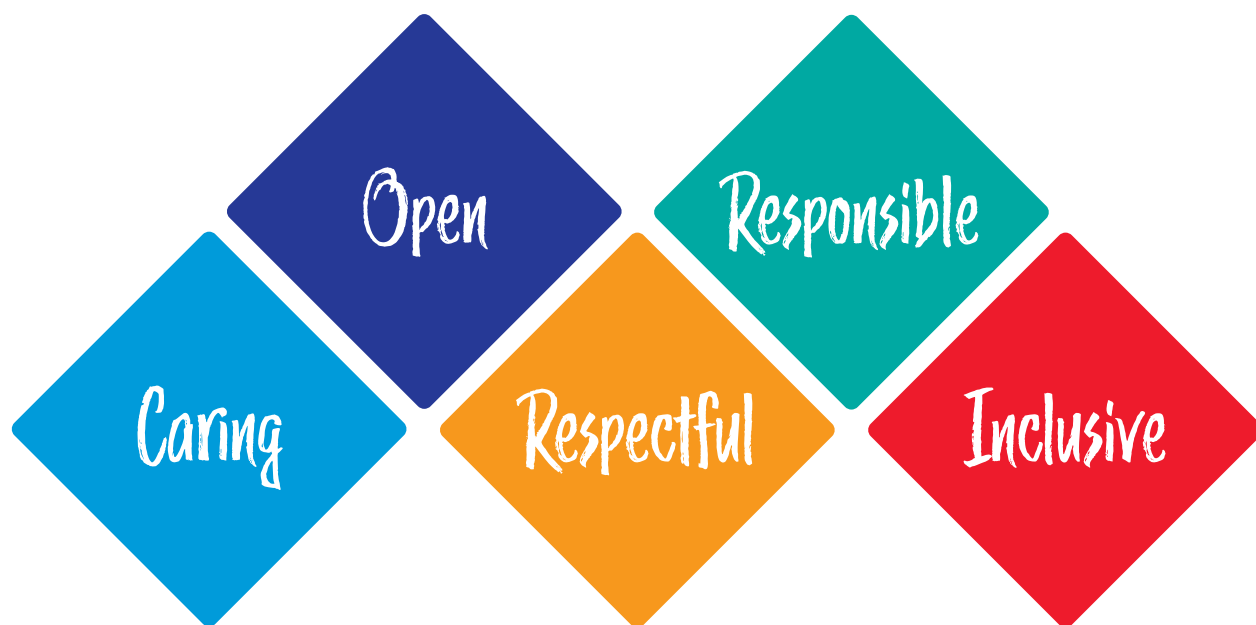
Our core values underpin everything we do and we hope that this is reflected in your experiences. We value your feedback and hope that you feel able to provide this both during and after your placement. This handbook contains important information about our Trust and its role in providing practice/clinical 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 inpatient settings 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.

Richard Kirby
Chief Executive Officer

Gwen Gerald-Briscoe
Associate Director of Nursing

Trust Values



Trust Objectives



We need your help!

As a student in BCHC, we 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:
www.bhamcommunity.nhs.uk/about-us/get-involved/

Placement Areas

Student placements provided at undergraduate level include:

Advanced Clinical Practitioners, Biomedical Science, Dietetics, Medical and Pharmacy Students, Nursing (including Trainee Nursing Associate Apprentices), Occupational Therapy, Orthoptics, Physiotherapy, Podiatry, Radiography and Speech and Language Therapy.

Student placements provided at post graduate level include:

District Nursing, Health Visiting and School Nursing.

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, University College Birmingham, University of Birmingham, University of Northampton, University of Wolverhampton, Coventry University, De Montfort University and Staffordshire University.

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

This is a generic student pack. It provides essential information to guide you through your early days with BCHC. Your allocated supervisor will share specific detail about your placement and induction. Some student packs may be unavailable to specific placements areas. In these cases, you will need to find the following specific information:

- Role and function of the team that you are working in; including how referral process;
- 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;

Information on how to get to your placement area is available on the Trust website:

www.bhamcommunity.nhs.uk/about-us/locations-and-maps

You can access the Trust Intranet pages once on placement with us and when you have obtained a Trust IT login. Other sources of information include the Student Hub via the Trust website:

www.bhamcommunity.nhs.uk/working-for-us/student-hub

The practice environment is an important aspect of the whole student learning experience. The Virtual Campus clinical student section (www.bchceducation.co.uk) will provide guidance on practice context. As well as members of the multi-disciplinary team, and provide inter-professional learning opportunities.

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

We will clarify our expectations of you during your placement at BCHC. Expectations of your assigned supervisor and clinical student team will also be highlighted.

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](#)
- [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](#)
- [Lone Working Policy](#)

BCHC Trust News

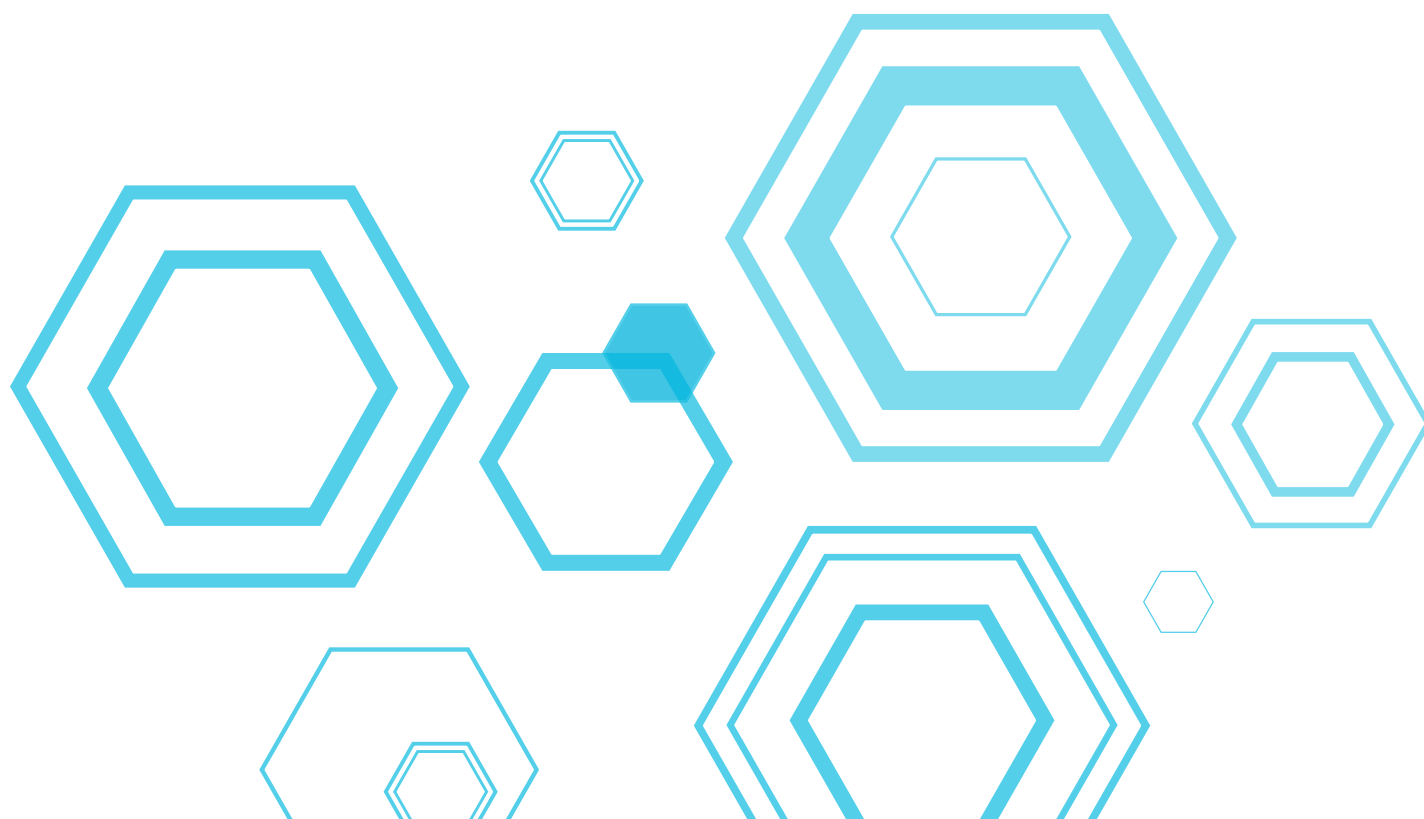
Current news items concerning the work of the Trust will give you a flavour for the diverse opportunities that you will be exposed to whilst you are here with us. Please access the most up-to-date news using the following link: www.bhamcommunity.nhs.uk/about-us/news/

Hints and Tips for a Successful Placement

- Take time before you start on placement to familiarise yourself with shift patterns, uniform requirements and your supervisor contact details.
- Once you have started, familiarise yourself with the placement, local policies, procedures and staff members.
- All students should have access to BCHC Intranet and their own email account. 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: www.bhamcommunity.nhs.uk/working-for-us/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 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 supervisor/and or other member of staff relevant to the treatment. This also applies to entries in 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 inter-professional 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 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 found on the Trust Intranet (you must be on a Trust computer to access these). Or you can access via the Virtual Campus (you do not need to be on a Trust device to access the Campus).
- 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: www.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.

- 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:
www.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 also applies to you as learners on placement:
www.bhamcommunity.nhs.uk/policies/?entryid18=19914&q=0~complaints~
- 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 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: www.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 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 \(IPL\).](#)
 - » [Via your IT account understand the training opportunities that are available via the Intranet and on the Virtual Campus here at BCHC.](#)
 - » [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: 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 (www.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, 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 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.

Name (Student)		Date	
Signed (Student)			
Name (Supervisor)		Date	
Signed (Supervisor)			

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

Sources of further support

- The local team which includes your supervisor, all ward / department / multi-disciplinary team members and team manager.
- University / Education Provider representatives including personal tutor or link tutor.
- Trust Professional Development Team, Clinical Student Manager and Clinical Student Team
- 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 your Clinical Student Team or our administration team.

Contacts

Medical Students: bchc.medical.students@nhs.net

Pharmacy Students: bchc.pharmacy.students@nhs.net

Pre and Post Registration Nursing Students: bchc.clinical.students@nhs.net

Allied Health Professions (AHP) Students: bchc.ahp.allocations.nhs.net

Trainee Nursing Associate Students: bchc.tna@nhs.net

Clinical Apprenticeship Students: bchc.clinical.apprenticeships@nhs.net

Advanced Clinical Practitioner Students: bchc.advancedclinicalpractitioners@nhs.net