



Derbyshire Community  
Health Services  
NHS Foundation Trust

Welcome  
to the...



***Student***  
Handbook

# the DCHS WAY

## Our Vision

To be the best provider of local healthcare and to be a great place to work.

## Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution because everyone matters.

## Our Vision & Values

Derbyshire Community Health Services NHS Foundation Trust (DCHS) provides personalised and safe community-based health services that enrich the lives of local people and communities.

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## Working the DCHS way

### What we can all expect from DCHS:

- Share and support us in understanding our vision, values and priorities
- Be clear as to what is expected of us and what our part is to play in the organisation
- Support us to deliver our job in the best way
- Manage and support us to maximise our performance
- Communicate with us in a timely, open and honest way
- Listen to us and involve us in decision making
- Respect and value diversity.

### What DCHS can expect from all of us:

- Put patients at the heart of what we are doing, promoting their health and wellbeing at every opportunity
- Go the extra mile for patients, carers, colleagues and the good of the organisation
- Continuously improve our performance and our services
- Eliminate waste and ensure we work as efficiently and flexibly as possible
- Live the DCHS values and behaviours
- Fulfil the requirements of our professional standards
- Take responsibility for promoting the reputation and image of DCHS at every opportunity.

### We are.. 'The 'DCHS' Way

Quality Service

To deliver high quality and sustainable services that echo the values and aspirations of the communities that we serve

Quality People

To build a high performance work environment that engages, involves and supports staff to reach their full potential

Quality Business

To ensure an effective, efficient and economical organisation that promotes productive working and which offers good value to its community and commissioners.

Dear Student,

Welcome to Derbyshire Community Health Services NHS Foundation Trust

It gives me great pleasure to welcome you to Derbyshire Community Health Services NHS Foundation Trust (DCHS).

You are joining an organisation which is very proud of the quality of services we provide and the difference we make to people's lives every day.

Our vision is to be the best provider of local healthcare and a great place to work. We can only achieve this vision by attracting and retaining the very best colleagues to work with us and we hope that you will consider a future career in DCHS.

To ensure that we do achieve our vision we have developed 'the DCHS Way'. This sets out what we can all expect from the organisation and how we will be supported, developed and involved in our work and, in return, what the organisation expects from all of us who work in DCHS.

We have developed this induction handbook to welcome you into the organisation, to talk to you about 'the DCHS Way' and to provide you with all the other information we think you'll need during your placement.

Very best wishes,

Tracy Allen  
Chief Executive



# The *Introduction...*

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Working through this handbook with your mentor/educator should ensure all standard elements of induction are covered.

It should also be used in conjunction with information gained from your local induction and from the student webpages. This is a generic student pack to be used across DCHS. If there is not a student pack specific to your 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.

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Good luck in your placement and we hope you enjoy your time in DCHS.

## Hints and *tips*

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Take time at the start of the placement to familiarise yourself with the placement, local policies and procedures, staff members etc.

All students should have access to My DCHS intranet and their own email account. Be proactive at the start/before your placement in getting this set up with your supervisor. 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.

You must at all times carry out responsibilities with due regard to all DCHS policies. This includes policies on equality and diversity, information Governance, Infection control, Clinical procedures, Health and Safety, Incident reporting etc.

While on placement you are working in a professional capacity and therefore you must

adhere to your code of conduct and act in a professional manner at all times.

Make sure you introduce yourself clearly to patients and staff, indicating that you are a student. Patients need to consent to all treatment, including student treatment and this must be documented in line with Trust policy. (See page 15 for more information). When you make an entry into clinical notes this must be countersigned by your supervisor/another member of staff. This also applies to entries on electronic care notes such as system 1.

You are responsible for your own learning so ensure that you make the most of available opportunities, including insight visits. 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 Multidisciplinary Teams. Ideas for insight visits are listed on page 40.



Attend the Student Forum if there is one running while you are on placement. Information can be found here: <https://my.dchs.nhs.uk/Guidance/Student-Zone/>

**Purpose of the forum is as follows:**

- To use as a time for reflection and peer learning about both their and other clinical professions
- To increase understanding of the whole MDT and how it affects the patient's journey
- To provide an additional support network – contact details of placement support team if required
- A forum to share good practice and to disseminate information
- As a time out for students from clinical placements
- To pledge changes/actions in to be taken back to Placement Area.

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. Be assertive – tell your mentor/educator if you are unhappy or need help. Do not let them assume things are alright.

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. 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 – ask for help/advice.

Do not do anything that would jeopardise your personal safety. This includes ensuring that you follow local signing in/out policies.



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:

Research an agreed subject and present 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 the University webpages.

- Via your IT account understand the training opportunities that are available via My DCHS
- Research and produce a microteaching session on an agreed area. Never forget the work you have produced in the University which may be adaptable for this. It clearly would need to be appropriate to the stage you are at
- Review your competencies to discuss with your supervisor identifying and arrange potential insight opportunities
- If you are a final placement student identify any senior staff within DCHS 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 DCHS. This will provide you with further learning opportunities

DCHS 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. In order for you to maximise practice learning opportunities and add further depth to your knowledge whilst here at DCHS it is expected that you will experience the full complement of shifts that the team works. As well as feedback from your mentor/educator, feedback from patients, relatives and carers is a valuable source of information. DCHS may seek feedback from patients about their experience of being treated by students.

DCHS actively encourages the use of social media but you must ensure that you are adhering to The DCHS Social Media Networking Policy, your University Policy and your professional standards.

Please complete your placement evaluation, this is valuable information to your mentor/educator and DCHS to help us maintain and enhance practice learning opportunities.

## When you arrive in **your placement...**

This is to be completed in your placement area with your mentor/educator or associate. This time is the opportunity to meet the team you will be working with and begin to understand their role. It will allow you to familiarise yourself with the area where you will be working.

|                           |  |
|---------------------------|--|
| Mentor/educator           |  |
| Contact number/email      |  |
| Associate mentor/educator |  |
| Contact number/email      |  |
| Base telephone number     |  |

**Tick to indicate these have been discussed. Do not write down any passwords or security codes.**

|  |  |  |  |
|--|--|--|--|
| Health & Safety responsibilities/ Moving and handling equipment (if appropriate) |  | Work hours/breaks                      |  |
| Walk around the site and base and completion of fire checklist on page 20        |  | Signing in/out                         |  |
| Parking accessibility  |  | Emergency contact numbers              |  |
| Keys / security codes  |  | Confidentiality/Information governance |  |
| First aider/ Cardiac arrest procedures /equipment                                |  | Photocopier number                     |  |
| Introduction to team members   |  | Professional appearance / uniform      |  |

| <b>You and your mentor/educator responsibilities</b>   | <b>Mentor/educator signature</b> |
|--|----------------------------------|
| Complete orientation section in student paperwork  |                                  |
| Signed copies of Honorary contract/learning contract if required                             |                                  |
| Accessed information about local policies (see pg 42)  |                                  |
| Confirm contact details and next of kin information using form on pg...                      |                                  |
| IT/smart card account access set up as required  |                                  |
| <b>Set interview/supervision dates in line with university requirements</b>                  |                                  |
| <b>Set initial and longer term objectives in line with student identified learning needs</b> |                                  |

# Work for *DCHS*...

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Dear Student,

By reading the enclosed pack you will discover what a great place Derbyshire Community Health Services NHS Foundation Trust (DCHS) is to work. We deliver a wide variety of services ranging from community therapy and nursing to end-of-life care, across Derbyshire and in parts of Leicestershire, with more than 1.5 million patient contacts across all services each year.

In November 2014 we were awarded NHS Foundation Trust status which is a fantastic recognition of the great work that goes on across the organisation every day. It means we can continue to develop and improve the out-of-hospital services that we are so committed to, proud of and passionate about.

We recognise the importance of investing in the development of our workforce and acknowledge that newly qualified staff need support to develop confidence as professional individuals, so once you have qualified and have successfully been appointed into a nursing/AHP role at DCHS, we can offer you a preceptorship programme providing you with the structured support and guidance of an experienced registered practitioner in your workplace.

To get a flavour of who we are and what we are about why not check us out on Facebook, dchsjobs and Twitter @dchsjobs. You can also keep an eye out for any up-and-coming vacancies at <http://jobs.dchs.nhs.uk/>

We hope you will make DCHS your first choice for your future career and we wish you all the very best in your studies.

Yours sincerely

Staffing solutions team

## Contact details

T: **01246 253077** - press option 1 for advice and guidance or option 2 for staffing solutions.

E: **DCHST.adviceguidance@nhs.net**

E: **DCHST.staffingsolutions@nhs.net**



## Your comments to **DCHS...**

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Your appearance is important to DCHS. All staff and students are required to adhere to the Uniform and Dress code policy whether you wear a uniform to work or not.

Your punctuality affects team work. You are expected to comply with your official start and finish time, including those for breaks. Repeated lateness will only be accepted if there is a legitimate reason. If you have an agreement with your mentor/educator, flexible working arrangements may be in place. The details of such arrangements will be confirmed specifically and documented by your mentor/educator. Students who work flexibly are also reminded to abide by the European working time directive.

You have a responsibility to ensure that you take constant care of the health, safety and welfare of yourself and others who may come into contact with you within your workplace. You have a duty to comply with the provisions of the DCHS Health, Safety and Welfare at Work policy. Where safety of patients, staff, students or visitors is put at risk either through an injury or near miss you must report this using the incident reporting form available on the Datix Incident reporting system.

DCHS seeks to promote an awareness and understanding of the diverse needs of its employees/students. All patients and employees/students have the right to be

treated with dignity and respect. You should be aware that any actions, which prevent this, will be treated as a serious disciplinary offence.

Infection Prevention and Control (IP&C) is everyone's responsibility. All employees/students both clinical and non-clinical are required to adhere to the DCHS IP&C Policies and Procedures. You must ensure that you make every effort to maintain high standards of infection prevention and control at all times, thereby minimising the risks associated with Health Care Associated Infections.

Computer use. E-mail should be used for placement-related correspondence and you should follow the policy's provisions for the sending of personal or patient information. Personal e-mails are acceptable but you must ensure that they do not interfere with work or damage the reputation of DCHS. You should only access sites or services that are appropriate to your placement work, occasional personal use in your own time is permitted, but such use should be minimal and in no way infringe upon placement time. You should be aware that excessive use of the internet or emails for personal purposes may be dealt with under the DCHS/University Disciplinary Procedures. If you use social networking sites be aware you are to refrain from discussing work or anything that may negatively affect DCHS's reputation. Any photo's you post need to reflect the professional image of DCHS.



## Your attendance *matters...*

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If you are unable to attend Placement, you are required to notify your Mentor/Educator (or agreed nominated person) of your absence before your shift is due to start or as soon as possible on the first day of absence, providing the reason for your absence and how long you expect to be absent from work.

You are required to make contact by telephone and you must speak to your mentor/educator or the senior person on duty and not to text or leave a voicemail. In some situations, local arrangements may include having an identified person to whom your absence is reported to. If this is the case, these arrangements must be clearly communicated between you and your manager.

You must also contact your University to report your absence before your shift is due to start or as soon as possible on the first day of absence, providing the reason for your absence and how long you expect to be absent from work.

Your absence should be recorded in your student documentation. Any time recaptured should also be clearly recorded and should only be taken in line with your University's policies. For more information please see relevant university policies.

### **Important information for you:**

Annual leave is set by the university timetables and cannot be negotiated with your placement area. The timetables are designed so we know when students are out on placement and can manage the number of students out in any one area.



Have you been on our new staff intranet?

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## My *DCHS*...

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This is an area of our DCHS website that all staff/students can access. Here you will find information regarding health & safety, Staff directorate, policies and procedures, staff health & wellbeing, training & e-learning information (this is under workforce planning & development) etc. There is also a Student Zone you will need to register for access to My DCHS which you can do by visiting <https://my.dchs.nhs.uk/> and select 'register'. You will then need to enter your NHS email address to set up the account.

## Smartcard and computer access

### *Registration authority*

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Smartcards and passcodes are similar to a chip and PIN credit or debit card, but are more secure, as they do not contain account information and the passcode is more complex. A user's smartcard is printed with their name, photograph and unique user identity number (UUID). The photograph is stored centrally, and is always available for an organisation to verify that the Smartcard holder is indeed the person to whom it was issued. NHS staff are made aware of the confidentiality of using a Smartcard and all sign the terms & conditions before one is issued.

If the smartcard is used for illegitimate purposes it could lead to disciplinary action and ultimately dismissal from your course. Individuals are granted access to patient information based on their role on placement and level of involvement in patient care. This means that, for example, someone working in an administrative role rather than a clinical one might only be able to see the demographic information needed to process an appointment, not the full clinical record.

As new systems are introduced, every time someone accesses a patient or staff record, it is being recorded, along with what specific data they accessed. This will form an important audit trail which cannot be provided with paper records. Staff will also continue to be bound by their own professional codes of conduct, local regulations and contractual requirements, the Data Protection Act and the NHS Code of Confidentiality.

## Trust induction

### *drop in sessions for smartcards*

**Please note: You must provide 3 forms of ID (2 photo ID & 1 proof of address OR 1 photo ID & 2 proof of address).**

To view all the available dates please go to  
**<http://my.dchs.nhs.uk/Guidance/Student-Zone/pst-calendar>**

If these dates are not convenient then please call the Registration Authority department on:  
**0300 1231020** option **1** for Derbyshire then option **4** for smartcard department

A member of the team will then contact you at the earliest opportunity. For all ID badge and smartcard queries, please email **[DCHST.SmartcardsIDbadges@nhs.net](mailto:DCHST.SmartcardsIDbadges@nhs.net)**

# Consent...

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## **When do health professionals need consent from patients?**

It is a general legal and ethical principle that valid consent must be obtained before starting treatment or physical investigation, or providing personal care for a patient /service user. This principle reflects the right of patients to determine what happens to their own bodies and is a fundamental part of good practice. A health professional who does not respect this principle may be liable both to legal action by the patient and action by their professional body.

Health professionals must ask and gain consent from a patient prior to undertaking any form of examination, treatment or care. This includes requiring oral or nonverbal consent for routine everyday procedures such as dressing wounds and taking a patient's blood pressure, observing (examining) a rash or mole or providing personal care such as assistance with washing and dressing.

Adults are always assumed to be competent unless demonstrated otherwise. If you have doubts about their competence, the question to ask is: "Can this patient understand and weigh up the information needed to make this decision?" Unexpected decisions do not prove the patient is incompetent, but may indicate a need for further information or explanation. Where an adult patient lacks capacity to either temporarily or permanently, give or withhold consent for themselves, the Trust's Policy on the Mental Capacity Act (MCA) must be followed by medical and nursing staff.

Patients may be competent to make some health care decisions, even if they are not competent to make others. Giving and obtaining consent is usually a process, not a one-off event. Patients can change their minds and withdraw consent at any time. If there is any

doubt, you should always check that the patient still consents to your caring for or treating them.

## **Can children give consent for themselves?**

Before examining, treating or caring for a child, you must also seek consent. Young people aged 16 and 17 are presumed to have the competence to give consent for themselves. Younger children who understand fully what is involved in the proposed procedure can also give consent (although their parents will ideally be involved). In other cases, some-one with parental responsibility must give consent on the child's behalf, unless they cannot be reached in an emergency. If a competent child consents to treatment, a parent cannot override that consent. Legally, a parent can consent if a competent child refuses, but taking such a serious step will be rare.

## **Who is the right person to seek consent?**

It is always best for the person actually treating the patient to seek the patient's consent. However, you may seek consent on behalf of colleagues if you are capable of performing the procedure in question, or if you have been specifically trained to seek consent for that procedure.

## **What information should be provided?**

Patients need sufficient information before they can decide whether to give their consent: for example information about the benefits and risks of the proposed treatment and alternative treatments. If the patient is not offered as much information as they reasonably need to make their decision, and in a form they can understand, their consent may not be valid. Consent must be given voluntarily: not under any form of duress or undue influence from health professionals, family or friends.

## Does it matter how the patient gives consent?

No: consent can be written, verbal or non-verbal. A signature on a consent form does not itself prove the consent is valid – the point of the form is to record the patient’s decision and also that the discussion(s) have taken place.

### Refusal of treatment.

Competent adult patients are entitled to refuse treatment, even when it would clearly benefit their health. The only exception to this rule is where the treatment is for a mental disorder and the patient is detained under the Mental Health Act 1983. A competent pregnant woman may refuse any treatment, even if this would be detrimental to the foetus.

### Adults who are not competent to give consent.

No one can give consent on behalf of an incompetent adult. However, you may still treat such a patient if the treatment would be in their best interests. “Best interests” go wider than best medical interests, to include factors such as the wishes and beliefs of the patient when competent, their current wishes, their general

well-being and their spiritual and religious welfare. People close to the patient may be able to give you information on some of these factors. Where the patient has never been competent, relatives, carers and friends may be best placed to advise on the patient’s needs and preferences.

If an incompetent patient has clearly indicated in the past, while competent, that they would refuse treatment in certain circumstances (an “advance refusal”), and those circumstances arise, you must abide by that refusal.

This summary cannot cover all situations. For more detail, consult the reference guide to consent for examination or treatment, at [www.doh.gov.uk/consent](http://www.doh.gov.uk/consent) Or DCHSFT Consent Policy.. This summary was taken from the Department of Health: Good practice in consent implementation guide.

More information can also be found on the Care Quality Commission website:

**[www.cqc.org/uk/consent](http://www.cqc.org/uk/consent)**

### Susan Allen

Matron Professional Standards and Safe Care  
Susanallen2@nhs.net



## Patient experience *team*

The experience of our patients, relatives and carers is very important to DCHS. It is essential that experiences told to us in patient feedback received whether compliments, comments concerns or complaints are listened to and understood. By listening and acting upon patient experiences, suggestions and concerns, DCHS has a duty to focus on quality and make improvements based on patients experiences, suggestions and concerns of the population we serve.

Patient experiences depend heavily on individual acts and commitments and better experiences will only come about with the willing co-operation and effort of all staff/students. Staff/students need to believe in and own the DCHS vision and values. The DCHS way shapes the culture of the Trust which in turn needs to be a priority and reflected in how managers and staff/students behave towards each other and towards patients and families.

DCHS expects staff/students to take the time to listen to patients and carers experience and wherever possible resolve their concerns as they occur. Staff/students need to be familiar with the complaints process, the staff guidance is attached and the Patient Strategy can be found at My DCHS Home > About us > Accountability > Patient-experience-team

### **We need your help!**

As a student in DCHS, we really hope you will try to reinforce our key objectives by encouraging patients that you come into contact with to provide us with feedback about the services and care they receive, whether positive or negative. 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 <https://my.dchs.nhs.uk/Guidance/Patient-Experience-Team>

### **Contact Information:**

01773 525119

[dchst.patientexperienceteam@nhs.net](mailto:dchst.patientexperienceteam@nhs.net)

## Confidential information

### *Next of kin*

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This sheet must be removed from the pack upon completion and kept securely in the placement area. Staff should be made aware of its location.

Student name:

Personal tutor name:

Personal tutor telephone number:

Student address:

Student telephone number:

Next of kin:

Next of kin telephone number:

Car registration number: (if applicable)

Do you have a medical condition that the placement area needs to be aware of?

Yes / No

If yes what are the details:

*This information will only be used in an emergency. This sheet will either be returned to you on your last day of placement or shredded. If you will be returning back to this placement at a later date the information will not be held but completed again when you commence.*







## Transformation **team**

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*‘Innovation is about ordinary people who do extraordinary things...’*

The NHS should not and cannot stay still – it needs to constantly change to cope with new demand and be innovative in its approach.

### **The DCHS Transformation team can:**

- Help you and your team to identify potential areas for improvement or change
- Help you benchmark your service against others
- Provide training to enable you to spot opportunities for change – in fact we recruit Innovation Scouts into this role
- Run a Dragons’ Den for staff to submit ideas to our Board. We’ll act as advocates for your ideas and make sure they get through to the right people.

You are in an excellent position to help DCHS services. Wherever you have come from, you will have ‘fresh eyes’ enabling you to see things we take for granted. If there is something we do differently, or if you’ve got an example of where a process or idea worked really well, let us know. Equally, if you see something in DCHS and think it works well, let us know so we can look at how to make it better, or how to roll it out across the organisation.

Don’t waste this opportunity to be our ‘critical friend’ use your fresh eyes to see the things we can’t always see.

Check out our web for more information or ring: **01629 817929**

*“Creativity is about coming up with ideas while innovation is about bringing ideas to life.”*



## Fire *safety*

*Fire safety advisers,  
Newholme Hospital Estates, 01629 812957*

Everyone in the trust (including students) has a responsibility regarding fire safety and it is imperative that you are familiar with the trusts fire policy and fire procedures for your premises.

### **General advice:**

#### Hospital

- Continuous alarm = evacuate
- Intermittent alarm = send a department representative to reception, everyone else can remain where they are.

#### Health Centre

- If the alarm sounds, follow site evacuation procedure.

#### Community

- Use usual procedures in the home
- If you think a fire assessment in the home would be advisable, contact the local community fire safety office to arrange a fire safety visit to the premises. Contact numbers are:

Chesterfield, Bolsover & North East Derbyshire 01246 223500  
Derby City & South Derbyshire 01332 291134  
Erewash & Amber Valley 0115 932 6832  
High Peak & Derbyshire Dales 01298 22620

Your local procedures should be discussed with your manager as per the fire safety policy and the local induction checklist on the next page.

## Local Induction

### **Fire training check list**

For a new employee the check list below should be completed during your first day of employment. Further instructions, discussions and demonstrations will have been given by the Fire Safety Advisers on the DCHS Induction. (To be completed by all new staff or students/volunteers working in the department including bank and temporary staff)

Sites/Premises

Ward/Department

**Tick box**

- Means of escape seen
- Assembly point seen (where applicable)
- Fire alarm system brief explanation
- Fire procedure notices seen and understood
- Raising alarm without question or hesitation fully understood
- Location of fire appliances
- Location of fire doors and purpose explained
- Location and use of specialist fire evacuation equipment for disabled explained and understood
- Rules on smoking understood
- Particular fire risks in department pointed out

Do you have any special requirements for emergency evacuation Yes / No

If yes please discuss these with manager who should seek advice from Trust fire advisers.

|  |   |
|--|---|
| I have received instruction as shown above, fully understood and comprehended the implications, and will ensure that should I move to another department I am fully aware of all the items listed above relating to that department. | The above items have been discussed as required and a record to that effect made on the staff attendance record card/personal file. |
| Signature  | Signature of head of ward/department:   |
| Date:  | Date:   |

## Communications and *engagement team*

**01246 515224**

The Communications and engagement team is based at Walton Hospital and provides the following services:

- Media relations
- Marketing
- Brand management
- Social media
- Stakeholder relations
- Corporate identity
- Internal and external campaigns
- Public membership recruitment and engagement
- Website and My **DCHS** development/maintenance
- My **Voice** (staff magazine)
- Staff surveys
- Staff Forum
- Staff briefing
- Weekly email...My **Download**
- Extra Mile Awards
- Guidance for producing patient information
- Translation and interpreting service
- Freedom of Information Act
- Parliamentary Business.

We are really keen to hear about you, your team, and the great services you provide in order to share it with others, be that the media, fellow colleagues, or other stakeholders. You can contact the team on **01246 515224** or via: **DCHST.communications@nhs.net**



**Rebecca Oakley**

Head of Communications and engagement



**Robert Steel**

Head of Communications

Your local community NHS in Derbyshire

***get involved***

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**Become a member and help shape the future  
of the Foundation Trust. It's free!**

### ***Staff membership***

In November 2014 DCHS became an NHS Foundation Trust. As part of this we have established our membership scheme for staff and public members. We are committed to giving you - and all our staff, patients and communities - a greater say in how your community health services are run. We have been busy establishing an engaged membership, sharing with our members in the exciting developments and challenges ahead. Naturally we hope that all of our staff/students will act as ambassadors of DCHS and spread the word to their friends and family about the benefits of membership. Anyone living in Derbyshire, Derby city or the rest of England, aged 12 and over, can register as a public member for free by visiting our website at [www.dchs.nhs.uk](http://www.dchs.nhs.uk) . If you require any more forms for friends or family members, please get in touch.

# DCHS commitment to you...

## *Your development matters*

To build a high performance work environment that engages, involves and supports staff/students to reach their full potential. We will support you in your development, you have a responsibility to undertake any learning deemed essential to your role.

We have a blended learning approach to meet the needs of all employees working across the diverse community within Derbyshire and students are welcome to access these as appropriate to your learning needs. We currently offer a number of e-learning courses on Electronic Staff Record (ESR) and are constantly adding to this portfolio.

If you require any further assistance or information regarding e-learning please contact Natasha Mines via email **natasha.mines@nhs.net** or telephone **01246 515865 / 07580726271**.

There are a number of user guides relating to E-learning on our Workforce Planning and Development intranet site which can be accessed via My DCHS.

Your interviews/supervision will take place with your educator/mentor in line with the university requirements. An initial meeting should take place to set objectives which will be reviewed regularly. Within this meeting any training you may require will be discussed and a plan made for when these will be booked.

## *Staff partnership*

As Staff Partnership representatives we aim to promote effective engagement and collaborative working between staff and managers, often informally to create local solutions and developments. However we are also able to represent the views of staff through our invited attendance at formal committees and boards within DCHS, including DCHS Board, Integrated Governance Committee, Health and Safety Committee, Education, Development and Learning Committee and Clinical Governance Committee amongst others.

We are there to support and represent staff/students who are members of our trade unions and professional bodies either

individually and collectively through the full range of employee issues.

Within our team we have individuals with specialist knowledge of Life Long Learning, Policy Development, Agenda for Change, Health and Safety, Employment Law, Equality, Diversity and Inclusion, Organisational Change and TUPE.

DCHS encourages staff/students to join as representatives for each of the unions.

If you wish to find out more information please contact the Staff Partnership team administrator on: **01246 515714**.



## Occupational health

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Occupational Health (OH) is an independent and confidential service providing advice and support to help keep you safe and well at work. Our emphasis is focused on prevention rather than dealing with a situation when it has happened. The health and wellbeing of our staff is of vital importance. Our Workplace Wellbeing Strategy seeks to ensure we are a healthy organisation, in which staff can achieve the best possible state of health. A happy, healthy workforce means better outcomes all round for staff and patients alike.

The OH team is nurse led and we have a wealth of experience from nursing, medical, physiotherapy and counseling backgrounds. We have the facility to refer you to specialist services including counseling and physiotherapy.

Please do not hesitate to self-refer to the OH department on 01246 515696 and a member of the team will be happy to discuss any aspect of your health and wellbeing causing you concern. Alternatively your mentor/educator may wish to refer you to the OH department to discuss ways in which we can offer you support and guidance when your health is affecting work. You can also continue to access the OH department at your University.

We recognise that students may not always be 100% fit; especially following illness or injury but our aim is help you remain in placement and return to work in a safe and sustainable way following any period of absence. Where appropriate we may advise you on making reasonable adjustments and adaptations to your working role or environment to help make life easier for you.

OH also has a duty to manage any 'Blood or body fluid exposure incidents'. It is crucial that all students sustaining a blood or body fluid exposure report it immediately on **01246 515696**. If the incident happens 'out of hours' you will need to contact your nearest Accident and Emergency and inform OH the next day."

### Contact information:

Phone – **01246 515696**

E-mail – **dchst.occupationalhealth@nhs.net**

## **Resolve service**

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Resolve provides a range of one to one and organisational services for staff, for managers and for the trust. These services are aimed at promoting well-being and resilience.

- Counselling and psychological therapy for individuals and couples
- Individual support for managers
- Mediation and conflict resolution
- Critical incident and post trauma support
- Clinics to support staff going through organisational change
- Programmed workshops and courses
- Commissioned workshops.

### **Resolve Contact Information:**

Telephone: **01246 515951**

Email: **resolve@nhs.net**

Address: **82 Whitecotes Lane, Chesterfield, S40 3HL**

Website: **my.dchs.nhs.uk/directory/info/groupid/251**

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## **Library service**

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**01246 513035**

Your NHS Library service is based in The Education Centre at Chesterfield Royal Hospital and can provide you many services including:

- Literature searches
- Journal articles
- Book & journal loans
- Training on how to access evidence-based information (including at your place of work)
- Interlibrary loan service (for books & journal articles not held at Chesterfield)
- eBooks
- Photocopying, printing & scanning facilities
- Help & advice on your NHS Athens account.

Our opening hours are:

Mon, Tues, Thurs, Fri: 8.30am-5pm, Wed 8.30am-6.30pm.

Out of hours access can be arranged for reference purposes only. For more information please contact the Library Team at **crhft.library@nhs.net** or through Twitter **@librarycrh**



## **Waste management**

**01629 812957**

Within DCHS we produce a variety of hazardous and non-hazardous waste, in order to comply with numerous waste management regulations we need to have a waste management system in place. The waste management system helps employees/students of DCHS Trust and contractors employed by the Trust to ensure our waste is handled, segregated, stored and disposed of correctly.

Know your waste. It is important to understand hazardous properties of any waste you produce:

- Clinical waste – This could include clinically infectious and medicinally contaminated sharps and medicine waste, soft clinical infectious waste and non-infected offensive waste. Refer to colour coding chart in your area;
- General domestic waste should also be segregated between non-recyclable i.e. black bag waste for general kitchen waste and recyclable general domestic waste i.e. clear bag for packaging;

- There are many other non-clinical waste materials and items which are considered hazardous and require segregation, these include aerosols, cleaning and disinfecting products if these contain hazardous chemicals, batteries, electrical items, dental waste and others, too many to list. The safest approach is to read the label for hazardous properties and disposal method information. If you are not sure whether a waste item is hazardous seek advice, do not assume
- Other recyclable waste includes paper, cardboard, glass. Check with your local house keeping team to locate appropriate waste container/bin.
- Further information on any aspects of waste management is available on the Waste Policy placed on the DCHS SharePoint.

### **Contact information**

Sid Siddiqui, Environmental Manager  
E-mail – [sid.siddiqui@nhs.net](mailto:sid.siddiqui@nhs.net)

## **Infection prevention and control**

**01246 515870**

The spread of infections can be prevented by good hand hygiene, washing your hands with soap and water or use of alcohol gel if visibly clean. The DCHS way is zero tolerance with regard to adherence to the hand hygiene policy.

All employees should be a role model for good practice in relation to Health & Social Care Act 2012 to safeguarding individuals from health care acquired infections e.g. MRSA.

- Complete Infection Control work book within 1 month of commencement of post
- Hand washing - to be observed completing hand decontamination

For further information, please see our webpage on the staff intranet pages at:

### **My DCHS**

Please complete this evaluation in relation to your recent placement in DCHS. This is valuable information to your mentor/educator and DCHS to help us maintain and enhance practice learning opportunities. Please note this is not the appropriate forum to disclose patient safety concerns – DCHS also welcomes this feedback but these should be raised in line with raising concerns policies/procedures which can be found on My DCHS. The evaluation can be found electronically here:

<https://www.surveymonkey.com/r/RXMX9B8>

## Insight *visits*

|   |   |
|---|---|
| <p>The CQUIN &amp; Quality Team</p>     | <p><b>Thordie Kristensen</b> (Nurse Lead CQUIN and Quality), <b>Yameen Lone</b> (CQUIN and Quality Data Analyst), <b>Susan Bodill</b>, <b>Leslie Bola</b>, <b>James Coope</b>, <b>Sandeep Sangra</b> and <b>David Walshaw</b> (CQUIN and Quality Assistants)<br/>                 Babington Hospital<br/>                 Derby Rd, Belper,<br/>                 Derbyshire. DE56 1WH<br/>                 01773 824171 ex 5656<br/> <a href="https://my.dchs.nhs.uk/Teams/CQUIN-and-Quality-Performance?folderId=2635&amp;view=gridview&amp;pageSize=10">https://my.dchs.nhs.uk/Teams/CQUIN-and-Quality-Performance?folderId=2635&amp;view=gridview&amp;pageSize=10</a><br/> <b>Paul Lund</b> (Quality, Performance and Audit Officer) <a href="mailto:p.lund@nhs.net">p.lund@nhs.net</a></p>  |
| <p>The Clinical Audits Team</p>         | <p><b>Lisa Barrett</b> (Clinical Effectiveness and Audit Lead) <a href="mailto:lisa.barrett6@nhs.net">lisa.barrett6@nhs.net</a><br/>                 Tel: 01629 817881 (Physiotherapist by background – happy to support ½ day insight visits)<br/> <b>Tracy Bailey</b> - Main contact for Clinical Records, End of Life, Mortality, &amp; Consent Audits Tel: 01629 817884 Email: <a href="mailto:tracy.bailey@dchs.nhs.uk">tracy.bailey@dchs.nhs.uk</a><br/> <b>Roger Simpson</b> - Main contact for Wheelchair Audits and Safeguarding Supervision Survey Tel: 01629 817926 Email: <a href="mailto:rogersimpson@nhs.net">rogersimpson@nhs.net</a><br/>                 Newholme Hospital<br/>                 Baslow Road, Bakewell<br/>                 Derbyshire. DE45 1AD<br/>                 Tel 01629 812525<br/> <a href="http://share.derbyshirechs.nhs.uk/sites/cauditsurvey/Pages/default.aspx">http://share.derbyshirechs.nhs.uk/sites/cauditsurvey/Pages/default.aspx</a></p> |
| <p>Audit contacts in other services</p> | <p>Health, Wellbeing and inclusion – <b>Gemma Shaw</b> (Quality and Business Performance Manager) Tel: 01773 599457 <a href="mailto:gemmashaw2@nhs.net">gemmashaw2@nhs.net</a><br/>                 Planned Care – <b>Helen Jacks</b> (Medical Records Manager) <a href="mailto:helenjacks@nhs.net">helenjacks@nhs.net</a> Tel : 0115 930 5522 x185<br/>                 Podiatry – <b>Danny Conner</b> (Podiatry Services Manager) <a href="mailto:daniel.connor@nhs.net">daniel.connor@nhs.net</a> Tel: 01246 515636</p>  |
| <p>CQUIN Leads meeting</p>              | <p>Occurs monthly held at Babington Hospital. If you would be interested in attending please contact the Chair <b>Melanie Parkin</b> (Lead for CQUIN &amp; Quality ICBS) <a href="mailto:melanieparkin@nhs.net">melanieparkin@nhs.net</a> Tel: 01773 525 089</p>  |
| <p>Clinical Records Group</p>           | <p>Occurs monthly held at Babington Hospital. If you would be interested in attending please contact the Chair <b>Melanie Parkin</b> (Lead for CQUIN &amp; Quality ICBS) <a href="mailto:melanieparkin@nhs.net">melanieparkin@nhs.net</a> Tel: 01773 525 089</p>  |
| <p>End of Life Care Team</p>            | <p><b>Karen Kitchen</b> - Professional Development Lead &amp; Chair for DCHS End of Life Group. Email <a href="mailto:karen.kitchen@nhs.net">karen.kitchen@nhs.net</a> Tel: 07766557751</p>   |

## Use of *information technology*

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DCHS uses electronic communication by way of emails and the intranet site as the preferred method of communicating with all staff/Students. Therefore it is expected that all staff are able to access relevant communication via these methods on a regular basis. Your mentor/educator will have requested an email account for you. Please be aware that your account needs to be accessed at least once a month to keep it active.

If you require any support with accessing the systems please contact either Arden GEM IT Services for technical issue on 03001231020 or the IT training team if you require skill updates 01332 404160 are you able to access:

- DCHS policies? It is your responsibility to read policies relevant to your area.
- The network drives required?
- My DCHS on the intranet?

Speak with your mentor/educator if you have difficulties.



# TTP SystemOne

## Countersigning consultation

### Setting staff requiring a countersignature and countersigners

SystemOne allows you to easily list staff that will require their clinical notes to be countersigned (e.g. students) and also to set who is able to countersign consultations...

#### A. Getting started

- In order to use the Countersigning feature, you will need to contact **Systems Support** via Help Desk (0300 1231020) or [DCHST.SystemsSupport@nhs.net](mailto:DCHST.SystemsSupport@nhs.net) to change the settings for your unit
- You will need to give them the names of **staff who can countersign consultations**
- It is possible to nominate an **individual countersigner** for each person requiring a countersignature, or to set up a **user group**, any of whom are able to countersign
- **Once set up, you won't need repeat the above, but will need to keep the list of active countersigners up to date** – let Systems Support know when staff leave or join your team

#### B. Setting up countersigning for a student

- Before contacting Systems Support to set-up countersigning, make sure that the student has logged on to your SystemOne unit with their smartcard
- Then let Systems Support know:
  - The student's name
  - The name of the individual countersigner or user group (see **A. Getting started**) who will countersign their consultations

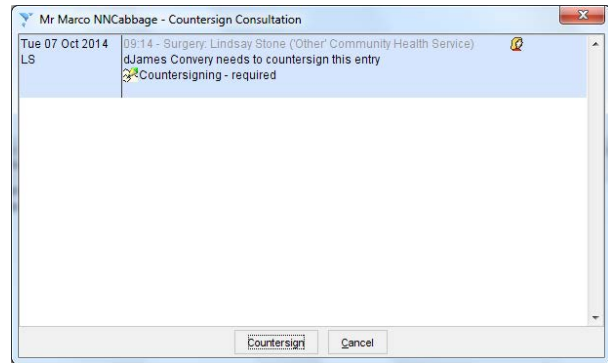
#### C. How it works

**Important: for countersigning to work properly, the student should always use the 'Start Consultation' button before recording anything in a patient record and ensure that the record is saved as usual once they've finished making notes.**

- When an individual records a consultation, their countersigner (or the people in the group of countersigners) will receive a **Countersign Consultation Task**
- **Note:** if an individual whose consultations require a countersignature does not have any nominated countersigners, the Task will be sent to the **Unassigned Tasks** folder

### Option 1: Countersigning from the Task

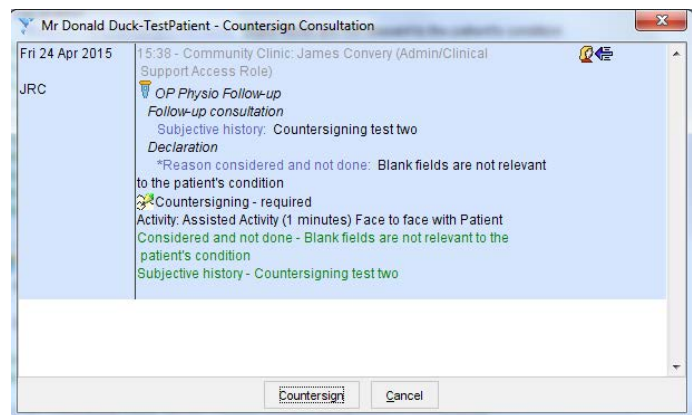
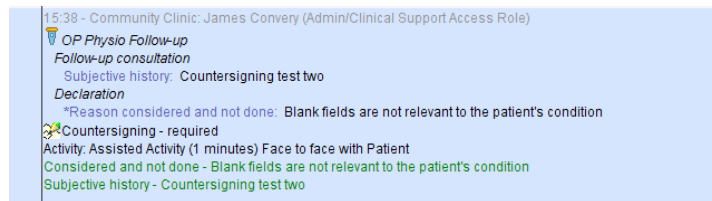
- **Right-click** on the Countersign Consultation Task and select **Action**
- This will open a window, providing more details. To proceed, either:
  - Click **Countersign**
  - Or **Cancel**, if you don't want to countersign...



- **Note:** If you want to review or change any of the consultation notes before countersigning, you must retrieve the patient record. You cannot amend the consultation notes from the Countersign Consultation Task dialog.

### Option 2: Countersigning from the New / Tabbed Journal

- Retrieve the patient record and find the consultation (it will contain the text **Countersigning – required**)
- **Right-click** on 'Countersigning required' and select Countersign from the menu that appears
- This will open the **Countersign Consultation** window To proceed, either:
  - Click **Countersign**
  - Or **Cancel**, if you don't want to countersign...



- **Note:** If you want to change any of the consultation details before countersigning the consultation, you must right-click on the entry and select **Amend Details**. You cannot amend the consultation details from the Countersign Consultation dialog.

## The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

DCHS t ensures that all service users receive the best care, by driving improvements across all of our services, based on the CQC guidance document New Way of Working (19th December 2013).

There are 5 key areas of enquiry used by the CQC to determine if Trusts;

Are safe?

Are effective?

Are caring?

Are responsive?

Are well-led?

We are all responsible for ensuring we meet these key lines of enquiry and evidence the outcomes to our patients. We are also all responsible for highlighting any concerns about our ability to meet the standard expected. Staff can help us by notifying the Compliance Team of all events which occur, that stop or may stop the service running safely.

Organisational procedural/policy documents that relate to your specific areas of work can be found on My DCHS the following address:

**My DCHS.**

Clinical Audit (and Service Evaluation) is a tool to help clinical staff test if their practice in meeting clinical standards (or for service evaluation, if it is meeting service objectives) and for providing evidence of improvement based on the initial results. Clinical audit is not about if a service or team passes or fails a test but about how it can responsibly identify strengths and weaknesses, and improve on the weaknesses.

Every financial year each DCHS clinical service produces an Annual Plan, listing the clinical audits and service evaluations they plan to complete that year. Each year the DCHS as a whole also develops a Priority Audit Programme of those clinical audits and service evaluations that are a high priority for the organisation, including those that provide evidence for contractual, CQC or NHSLA purposes; addresses identified local risks or are part of the national audit programme. Each individual clinical audit or service evaluation should have a Registration Form completed that describes the plan and is updated with progress, including how the data is collected,

the results, 39 the improvement action plan and re-audit to demonstrate improvement. This allows us to demonstrate that all this work is properly managed and contributes to service improvement.

The Clinical Audit Team (based at Newholme Hospital, Bakewell) manages the above process, provides support and advice to anyone involved in an audit or evaluation, and leads on several of the priority audits.

The audit team are really keen for students to be involved so take the opportunity while you are on placement. See also list of insight visits on page 39.

### Contact information

Roger Simpson, Clinical Audit Advisor,

E: [rogersimpson@nhs.net](mailto:rogersimpson@nhs.net)

T: **01629 817926**

Tracy Bailey, Clinical Audit team

E: [tracy.bailey5@nhs.net](mailto:tracy.bailey5@nhs.net)

T: **01629 817884**

## Safeguarding **team**

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**01773 599410**

The Safeguarding team provides advice and support to all staff/students employed by DCHS for concerns relating to both adults and children. Named nurses are available during office hours to give advice and support or you can contact Call Derbyshire at any time and speak to a member of staff from Social Care.

Safeguarding is everyone's responsibility. Please ensure you are familiar with the adults' and children's safeguarding policies and know how to access them. You also need to be aware of the referral process to Social Care and where to go for advice and support.

To assist you, the Safeguarding team offers training for safeguarding adults and children. Please ensure you know the level of safeguarding training required for your role. Your manager will be able to give you this information. This information is also available on the DCHS training matrix.

For details of our policies, referral forms and other useful information please see:

**<https://my.dchs.nhs.uk/Teams/Safeguarding-Service-for-Adults-and-Children>**

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## **PREVENT**

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PREVENT is part of the Government's counter terrorism strategy. Healthcare workers have a key role in PREVENT, which focuses on working with individuals who may be at risk of being exploited by radicalisers and subsequently drawn into terrorist related activity. If you are concerned that this is happening to an individual, either a service user, colleague or visitor please raise this concern with the Safeguarding team.

## **THINK Family**

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The Think Family approach ensures that the support provided by children's, adults' and family services is co-ordinated and focuses on problems affecting the whole family, not just the individual.

This approach has been developed to improve the support given to vulnerable children and adults. Individual needs are looked at in the context of the whole family

and clients are seen not just as individuals but as parents/carers or other family members.

The Think Family way of working promotes a move away from a culture of: "I only work with adults" or "I only work with children"

A Think Family approach is not an alternative to providing individual care but must be considered alongside it.

**DCHS SAFEGUARDING SERVICE**

**Crich Medical Practice, Oakwell Drive, Crich, Matlock, DE4 5PB**

**Telephone 01773 850000**

**e-mail: [DCHST.SafeguardingService@nhs.net](mailto:DCHST.SafeguardingService@nhs.net)**

**Available Monday – Friday 9.00am – 5.00pm**

| <b>Local District</b>   | <b>Your Contacts For Safeguarding Children &amp; Young Adults Are:</b> |  |
|---|--|--|
| <b>Amber Valley</b>   | <b>Named Nurse: Sarah Fitzgerald</b>                                   | <b>Mobile: 0776 8801091</b> ✉ <a href="mailto:sarah.fitzgerald5@nhs.net">sarah.fitzgerald5@nhs.net</a>   |
|   | <b>Named Doctor: Peter Woodcock</b>                                    | <b>Call Gill Kerry 01246 514380</b> ✉ <a href="mailto:peter.woodcock@nhs.net">peter.woodcock@nhs.net</a> |
| <b>North East, Bolsover &amp; District</b>  | <b>Named Nurse: Katherine Hall</b>                                     | <b>Mobile: 07779 562551</b> ✉ <a href="mailto:katherinehall1@nhs.net">katherinehall1@nhs.net</a>         |
|   | <b>Named Doctor: Ruth Bentley</b>                                      | <b>☎ 07854 571290</b> ✉ <a href="mailto:ruth.bentley@nhs.net">ruth.bentley@nhs.net</a>                   |
| <b>Chesterfield</b>   | <b>Named Nurse: Carter Maddison-Brown</b>                              | <b>Mobile: 0778 8415488</b> <a href="mailto:chrismaddison@nhs.net">chrismaddison@nhs.net</a>             |
|   | <b>Named Doctor: Kiran Kumar</b>                                       | <b>☎ 01246 513141</b> ✉ <a href="mailto:Kiran.Kumar@nhs.net">Kiran Kumar@nhs.net</a>                     |
| <b>South Derby/Dales (also Leics &amp; Rutland)</b>   | <b>Named Nurse: Sarah Shaw</b>   | <b>☎ Mobile: 0776 6070636</b> ✉ <a href="mailto:s.shaw3@nhs.net">s.shaw3@nhs.net</a>                     |
|   | <b>Named Doctor: Rebecca Belfitt</b>                                   | <b>Call Gill Kerry 01246 514380</b> ✉ <a href="mailto:rebeccabelfitt@nhs.net">rebeccabelfitt@nhs.net</a> |
| <b>Erewash &amp; Clay Cross</b>   | <b>Named Nurse: Elaine Summers</b>                                     | <b>Mobile: 0790 0164463</b> ✉ <a href="mailto:elainesummers@nhs.net">elainesummers@nhs.net</a>           |
|   | <b>Named Doctor: Anna Allaway</b>                                      | <b>Call Gill Kerry 01246 514380</b> ✉ <a href="mailto:anna.allaway@nhs.net">anna.allaway@nhs.net</a>     |
| <b>High Peak &amp; North Dales</b>  | <b>Named Nurse Elaine Ofler</b>  | <b>Mobile: 0778 9174828</b> ✉ <a href="mailto:e.offler@nhs.net">e.offler@nhs.net</a>                     |
|   | <b>Named Doctor: Rebecca Belfitt</b>                                   | <b>Call Gill Kerry 01246 514380</b> ✉ <a href="mailto:rebeccabelfitt@nhs.net">rebeccabelfitt@nhs.net</a> |
| <p><b>Head of Safeguarding:</b><br/>                     Helen Head ☎ Mobile: 07824 460951 ✉ <a href="mailto:helen.head@nhs.net">helen.head@nhs.net</a><br/> <b>Clinical Director and Named Doctor for Safeguarding:</b><br/>                     Ian Lawrence ☎ 07825 356200 ✉ <a href="mailto:ian.lawrence@nhs.net">ian.lawrence@nhs.net</a></p>  |  |  |
| <p><b>For further information contact:</b><br/>                     Kathy Webster, Designated Nurse ☎ 01246 514061, 0792 0765394 ✉ <a href="mailto:kathy.webster@northderbyshireccg.nhs.uk">kathy.webster@northderbyshireccg.nhs.uk</a><br/>                     Dr Tricia Field, Designated Doctor ☎ 01246 277271, Ext 3141 ✉ <a href="mailto:patricia.field@nhs.net">patricia.field@nhs.net</a></p> |  |  |
| <p><b>Contact Details for Out of Hours</b><br/>                     Chesterfield Royal Hospital NHS Foundation Trust ☎ 01246 277271 - Paediatrician on Call<br/>                     Royal Derby Hospital ☎ 01332 340131 – Paediatrician on Call<br/>                     Social Care via Starting Point ☎ 01629 533190 or 01629 532600 out of hours</p>  |  |  |
| <p><b>The Safeguarding Childrens Policy can be found on the DCHSFT Intranet</b></p>   |  |  |



**DCHS SAFEGUARDING SERVICE**

**Crich Medical Practice, Oakwell Drive, Crich, Matlock, DE4 5PB**

**Telephone 01773 850000**

**Available Monday – Friday 9.00am – 5.00pm**  
**e-mail: [DCHST.SafeguardingService@nhs.net](mailto:DCHST.SafeguardingService@nhs.net)**

**This is a service of nurses working together across Derbyshire County to safeguard vulnerable adults. Safeguarding Adults remit also includes the Mental Capacity Act and Deprivation of Liberty Safeguards, MAPPA and MARAC**

| Local District  | Your contacts for Safeguarding Adults are:                             |   |
|---|--|---|
| <b>High Peak &amp; Dales<br/>                     South Derbyshire Dales<br/>                     Hospitals: Newholme,<br/>                     Whitworth, Buxton,<br/>                     Cavendish</b>     | <b>Helen Ashby<br/>                     Named Professional</b>         | <b>Mobile: 07554 110013</b><br><br><a href="mailto:Helen.ashby1@nhs.net">Helen.ashby1@nhs.net</a> |
| <b>Chesterfield<br/>                     Hospitals: Walton &amp; Ash<br/>                     Green</b>   | <b>Jane Graham – Named Nurse</b>                                       | <b>Mobile: 07966 220488</b><br><a href="mailto:jane.graham3@nhs.net">jane.graham3@nhs.net</a>     |
| <b>Amber Valley<br/>                     Erewash<br/>                     Hospitals: Ripley, Heanor<br/>                     Ilkeston &amp; Babington</b>   | <b>Mary Driver – Named Nurse</b>                                       | <b>Mobile : 07788415486</b><br><a href="mailto:mdriver@nhs.net">mdriver@nhs.net</a>               |
| <b>Southern Derbyshire,<br/>                     Derby City<br/>                     Leicestershire &amp; Rutland<br/>                     St Oswalds, Swadlincote<br/>                     Health Centre</b> | <b>Paula Hawkins – Named Nurse</b>                                     | <b>Mobile: 07794 257508</b><br><a href="mailto:paula.hawkins3@nhs.net">paula.hawkins3@nhs.net</a> |
| <b>Bolsover &amp; District North<br/>                     East<br/>                     Hospitals: Bolsover, Clay<br/>                     Cross</b>  | <b>Sharon Dove – Named Nurse</b>                                       | <b>Mobile : 07779 563207</b><br><a href="mailto:sharon.dove@nhs.net">sharon.dove@nhs.net</a>      |
| <b>Safeguarding Trainer</b>   | <b>Kay Thornley – Specialist<br/>                     Practitioner</b> | <b>Mobile : 07973 979448</b><br><a href="mailto:kaythornley@nhs.net">kaythornley@nhs.net</a>      |

**Head of Safeguarding:**  
 Helen Head 📞 Mobile: 07824 460951 ✉ [helen.head@nhs.net](mailto:helen.head@nhs.net)

**Interim Clinical Director and Named Doctor for Safeguarding:**  
 Ian Lawrence 📞 07825 356200 ✉ [ian.lawrence@nhs.net](mailto:ian.lawrence@nhs.net)

**Contact Details for Social Care & Out Of Hours:**  
 Call Derbyshire 📞 01629 533190 8am-8pm or 01629 532600 for out of hours  
 Derby City Social Care 📞 01332 640777 9am-5pm  
 Police Central Referral Unit: 0300 122 4559

**Please see The Safeguarding Service page on the DCHSFT Intranet, staff zone under A-Z of Teams for further information**

## Healthcare *for all, by all*

"Healthcare for All" came out in 2008 and is the report of the Independent Enquiry into the 2007 MENCAP publication "Six Lives - Death By Indifference" which detailed the cases of 6 individuals, all with learning disabilities, who, ACCORDING TO MENCAP, died due to failings in the health and social care they received because of those learning disabilities. HC4A, although having primarily a LD focus, demands basic good practice for all around communication and involvement, training and representation and making 'reasonable adjustments'.

At recent HC4A staff awareness events a 'reasonable adjustment' was defined, (by you), as "easily made changes to practice and service provision in order to enable equal access to services and to achieve health outcomes".

[www.easyhealth.org.uk](http://www.easyhealth.org.uk) is a website containing a range of resources in easy read format to enable people to find accessible health information including leaflets, videos advice and useful links.

### **What is this?**

The national 'Healthcare for all' (HC4A) agenda is all about ensuring equity of access to, and then the quality of, healthcare services for people with a learning disability.

'HC4A, By All' is the name we have given to the DCHS initiative and campaign to raise awareness and promote good practice.

### **So what does it mean for our services?**

'HC4A, By All' is about good practice for

all staff and all services; both clinical and nonclinical:

- Good practice in communicating with our patients with learning disabilities and their families and carers
- Good practice in meaningfully involving our patients with learning disabilities and their families and carers in planning and delivering their care
- Good practice in anticipating the needs of our patients with learning disabilities and those of their family and carers
- Good practice in identifying and making the reasonable adjustments needed to enable and ensure that our patients with learning disabilities achieve or receive the health outcomes they need
- Good practice in supporting the families and carers of our patients with learning disabilities
- Good practice in appropriately recording and sharing all information relevant to the provision of care for our patients with learning disabilities
- Good practice in how we ensure and enable the representation of our patients with learning disabilities and their families and carers
- Good practice in preparing and supporting our staff so they can do all of the above.

If you want to know more about HC4A, try the following websites:

**Health Care for All:**  
[www.dh.gov.uk/prod](http://www.dh.gov.uk/prod)

**Six Lives - Death By Indifference:**  
[www.mencap.org.uk/campaigns/take-action/death-indifference](http://www.mencap.org.uk/campaigns/take-action/death-indifference)



# Raising Concerns the DCHS Way

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|                              |  |                                   |                                    |
|------------------------------|--|-----------------------------------|------------------------------------|
| <b>Your Line Manager</b><br> | <b>Senior Independent Director</b><br> | <b>Your Staff Partnership</b><br> | <b>Freedom to Speak Up</b><br>     |
| <b>Staff Forum</b><br>       | <b>Staff Governors</b><br>             | <b>Frontline Care Council</b><br> | <b>Raising Concerns Policy</b><br> |

If something is troubling you, which you think we should know about or look into, please tell someone.

You can visit the Raising Concerns section on **My DCHS** for more information.

## Information *governance*

**01773 525106**

The definition of Information Governance (IG) is: A framework which enables NHS organisations and employees to comply with the law and best practice guidance when handling personal information. In summary, the DCHS IG team provides policies, training and awareness on:

- Information Security
- Data Protection
- Confidentiality
- Health Records
- Records Management
- Data Quality.

Read the DCHS Information Governance (IG) Handbook, available on the IG intranet page (under A-Z of Teams), for more information. Part of Information Governance includes

Caldicott Principles. The Caldicott Guardian for DCHS is Carolyn White, Chief Nurse and Director of Quality. Carolyn can be used as a point of contact if you are unsure about an IG related issue, if you are unsure about an IG related issue pertaining to patient care.

Also contained within IG is Freedom of Information. This allows anyone to request non personal information from a public organisation such as the NHS. These requests must be in writing. If you receive one, please forward it to Joanne Chick at Babington Hospital. Joanne.chick@dchs.nhs.uk 01246 515224

The Information Governance Training Tool can be found at: **<http://www.igte-learning.connectingforhealth.nhs.uk>**

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## Counter *fraud*

**0800 028 40 60**

The primary aim of the NHS Counter Fraud initiative is to reduce fraud within the NHS to an absolute minimum. By maintaining low levels of fraud, this means that the maximum funds are available for better patient care and services.

The Counter Fraud initiative ensures that action is taken across the complete range of our work. We seek to:

- Create an anti-fraud culture,
- Maximise the deterrence of fraud,
- Successfully prevent fraud that cannot be deterred
- Promptly detect fraud that cannot be prevented
- Professionally investigate detected fraud,
- Ensure that effective sanctions are applied against those who commit fraud
- Ensure that effective redress is sought where financial losses are identified.

DCHS is committed to the NHS Counter Fraud strategy and has a zero tolerance approach to fraud. Staff/students have a vital role to play in helping to reduce losses to the NHS through fraud and corruption.

You can also access fraud awareness training using the links to the eLearning module or workbook shown below.

Any concerns about potentially fraudulent activity or requests for advice should be directed to your Local Counter Fraud Specialist (contact details below) or to the National Fraud and Corruption Reporting Line on: **0800 028 40 60.**

You can also complete an on-line report on **[www.reportnhsfraud.nhs.uk](http://www.reportnhsfraud.nhs.uk)**



# Equality, diversity, inclusion *and human rights*

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This is central to everything DCHS do from delivering services that our patients need, to the way that we behave as an employer and employee.

Our Purpose is to deliver a high quality person centred service for all the patients in the communities we serve and to be locally and nationally recognised as the best provider of local health care.

It is all about making a difference

- Quality of patient experience
- Improving health outcomes
- Enabling access to services
- Positive working environment.

### **Equality is everyone’s responsibility!**

For more information also see [www.easyhealth.org.uk](http://www.easyhealth.org.uk) which containing a range of resources in easy read format to enable people to find accessible health information including leaflets, videos advice and useful links.

### **Training**

Equality Master Classes  
Induction and Essential Training

### **Contact information:**

Harinder Dhaliwal, Head of Equality, Diversity, Inclusion and Human Rights  
T: **01773 824171** Ext. **5056** M: **07468749602**  
E: [harinder.dhaliwal1@nhs.net](mailto:harinder.dhaliwal1@nhs.net)

## Patient manual handling **team**

**01246 515807**

This team provides advice and support to members of staff with moving and handling of patients. We provide a service that:

- Teaches safe patient manual handling. This includes assessment, use of equipment and techniques
- Manages and updates the Patient Manual Handling Key trainers. Access these people in your work area for guidance and for annual training updates
- Supports and advises clinical staff in assessment of complex patient manual handling and bariatric equipment
- Advises upon posture and injury risk where patient manual handling is involved
- Keeps a range of specialist patient manual handling equipment for trial and assessment
- Offers advice, patient visits and solutions to patient moving and handling problems
- Leads on bariatric care within the Trust and provides assessment and advice.

For further information, please see our webpage on the staff intranet pages at: **My DCHS**

Please complete incident report forms regarding any patient moving and handling issues, injuries or accidents.

To email the team, please phone the triage line on **01246 515870**

### **Patient Safety team**

For any additional information please telephone the team at Walton Hospital on 01246 515807, or alternatively email the team at dchst.

**safetyteam@nhs.net**

We all share joint responsibility for ensuring the Safety of patients, ourselves, other staff and visitors.

Patient Safety is a process by which an organisation makes patient care safer. This involves identifying, reporting and managing risks. Reporting and analysing incidents, to learn from investigation of incidents and implement solutions to minimise the risk of them reoccurring.

### **Services we provide / functions we support within our team:**

|  |   |
|--|---|
| Incidents                                      | The Patient Safety team reviews each patient safety incident reported. Working closely with staff in identifying trends for early intervention and ensuring safety measures are in place to minimise the risk of harm occurring.  |
| Risks  | The Patient Safety team review each risk, support staff in risk management and report the risk register progress on a monthly basis to the Quality Service Committee and Board.   |
| Root Cause Analysis (RCA)                      | The Patient Safety team support staff through Root Cause Analysis, providing specialist tools to assist the RCA process.  |
| Strategic Executive Information System (STEIS) | The Patient Safety team manage the STEI system which communicates Serious Incident and Never Events to the Commissioners. They support staff to deliver timely reports which assure the Commissioners that learning from incidents occurs and that measures are in place to minimise future harm. |
| CAS (Central Alerts System)                    | The Patient Safety team receive alerts from the Department of Health which are communicated to key staff ensuring that controls are in place to mitigate any identified risk.   |

DatixWeb is the system used to report Incidents and Risks. Anybody can report anIncidents or Risk. All incidents are required to be reported no later than the end ofthe shift/working day (this includes Near Misses).





## Useful policies which relate to patient safety

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Incident and serious incident</li><li>• Reporting policy</li><li>• Being open policy</li><li>• Policy for the investigation of incidents, claims and complaints</li></ul> | <ul style="list-style-type: none"><li>• Risk management policy</li><li>• Risk management strategy</li><li>• Medical devices</li></ul> |
|---|---|

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## Staff safety *team*

**01246 515807**

Incidents - All incidents are required to be reported via Datix as soon as practicable, but no later than the end of the shift/working day (this includes near misses).

Familiarise contents and location of policies and Local procedures / guidelines with regard to:

- Control of substances hazardous to health (not required for office based staff)

- Provision and use of display screen Equipment
- Lone working
- Incident reporting
- Departmental risk assessments
- Health, safety and Wwelfare at work
- Personal protective equipment (not office based staff)
- Security
- Violence and aggression.

## Security

**01246 515807**

Security of patients, staff and property is very important to Derbyshire Community Health Services (DCHS). The security team deals with all security incidents including, theft, criminal damage, violence and aggression both physical and verbal and all other security related incidents.

It is important to report all security incidents, as soon as possible on the Datix incident reporting system, and inform your manager and other staff colleagues, it will be necessary in certain incidents to report also to the police.

## Patient manual handling *team*

There are many policies that you will need to be aware whilst you are on placement in DCHS. There are some policies that you will need to read and understand.

These policies can all be accessed via the Trust Intranet **My DCHS**. Below we have listed the policies that you will need to read and understood and also the policies which you will need to know the location of the policies that you must read and understand are:

- Email policy (required for IT access)
- IM&T security (required for IT access)
- Internet use policy (required for IT access)
- Social media networking policy
- Information governance policy
- Infection prevention and control
- Uniform and dress code
- Health and Safety policy
- Fire policy
- Disciplinary policy
- Consent to treatment policy
- Confidentiality code of conduct
- Equality, diversity and inclusion policy
- Safeguarding
- 

It is important that you are aware of where to locate the following policies and if you wish you may choose to read these policies;

- HRP26 Dignity at work Policy
- HRP47 General code of conduct policy
- HRP25 Fair treatment at work matters policy
- HRP34 Whistleblowing policy

The following policies are specific to a variety of roles; your manager will guide you to the policies which are relevant to your role. Please tick against the policy which has been read and understood:

- Control of substances hazardous to health (COSHH) policy
- Provision and use of display screen equipment\
- Lone worker policy
- Incident and serious incident reporting policy
- Risk Management
- Health, safety and welfare policy
- Personal protective equipment policy (not required for office based staff)
- Security Policy
- Violence and aggression zero tolerance policy
- Other, please state.....

Staff member signature .....  
Manager signature .....



## Sources of further *support*

- The local team which includes your supervisor, all ward/team staff, team manager
- University representatives including personal tutor or link tutor
- Trust Practice Learning team
- You must make a supervisor aware that you have raised an issue.

If you have any queries or require fur guidance please contact the Placement Support Team:

### **Placement Support Team**

Workforce Planning and Development  
Bolsover Hospital, Bolsover, Derbyshire S44 6DH

Tel: **01246 827901**

Email: **DCHST.placementsupportteam@nhs.net**

Twitter: **@DCHS\_PST**

## Workforce planning & *development*

**01246 515865**

|  |                               |
|--|-------------------------------|
| Staff Partnership Team (Staff side)            | 01246 515714                  |
| Occupational Health                            | 01246 515696                  |
| Safeguarding Team                              | 01773 599410                  |
| Resolve  | 01246 515951                  |
| Call Derbyshire                                | 08 456 058 058 or 01629 53319 |
| IT helpdesk                                    | 0300 1231020                  |
| Police (Non-emergency line)                    | 101                           |
| Emergency Services from Mobile                 | 112 (GPS tracked)             |
| Derbyshire Fire Service, Stop, Look campaign   |                               |
| High Peaks & Derbyshire Dales                  | 01298 22620                   |
| Erewash & Amber Valley                         | 01159 326832                  |
| Chesterfield, Bolsover & North East Derbyshire | 01246 223500                  |
| Derby City & South Derbyshire                  | 01332 291134                  |

## Useful *contacts*

| <b>Amber Valley</b> |   |                                |
|---------------------|---|--------------------------------|
| <b>Team</b>         | <b>Base</b>   | <b>Office telephone number</b> |
| Belper Team         | Babington Hospital<br>Belper Clinic<br>Derby Road<br>DE56 1WH                   | 01773 820093                   |
| Alfreton Team       | Alfreton Primary Health<br>Care Centre<br>Church Street<br>Alfreton<br>DE55 7AH | 01773 546800                   |
| Ripley Team         | Ripley Hospital<br>Sandham Lane<br>Ripley<br>Derbyshire<br>DE5 3HE              | 01773 571425 / 01773<br>571426 |
| Heanor Team         | Heanor Health Centre<br>Wilmot Street<br>DE75 7EF                               | 01773 713149                   |

| <b>Bolsover</b>      |  |  |
|----------------------|--|--|
| <b>Team</b>          | <b>Base</b>  | <b>Office telephone number</b>                             |
| Clowne Team          | The Springs Health Centre<br>Recreation Close<br>Clowne<br>Chesterfield<br>S43 4PL   | Health Visitors:<br>01246 819444<br>BFSWs:<br>01246 819025 |
| Bolsover Team        | Welbeck Road Health<br>Centre<br>Welbeck Road<br>Bolsover<br>Chesterfield<br>S44 6DF | 01246 823146   |
| Shirebrook Team      | Shirebrook Health Centre<br>Patchwork Row<br>Shirebrook<br>NG20 8AL                  | 01623 742420   |
| Tibshelf Team        | Staffa Health Tibshelf<br>3 Waverley Street<br>Tibshelf<br>DE55 5PS                  | 01773 309025   |
| South Normanton Team | The Hub, Shiners Way<br>Market Street<br>South Normanton<br>DE55 2AA                 | 01773 814302   |
| Clay Cross Team      | Clay Cross Hospital<br>Market Street<br>Clay Cross                                   | 01246 252932 / 01246<br>252933                             |

|  |                         |  |
|--|-------------------------|--|
|  | Chesterfield<br>S45 9DZ |  |
|--|-------------------------|--|

| <b>Chesterfield</b>      |   |                                |
|--------------------------|---|--------------------------------|
| <b>Team</b>              | <b>Base</b>   | <b>Office telephone number</b> |
| Central Team             | Welbeck Suite<br>Walton Hospital<br>Whitcotes Lane<br>Chesterfield<br>S40 3HW | 01246 253025                   |
| West Team                | Wheatbridge Surgery<br>30 Wheatbridge Road<br>Chesterfield<br>S40 2AB         | 01246 293755 / 01246<br>273356 |
| North Team               | Whittington Moor Surgery<br>Scarsdale Road<br>Chesterfield<br>S41 8NA         | 01246 261986                   |
| Brimington/Staveley Team | Brimington Clinic<br>Church Street<br>Brimington<br>Chesterfield<br>S43 1JG   | 01246 733255                   |

| <b>High Peak and Glossop</b> |   |                                    |
|------------------------------|---|------------------------------------|
| <b>Team</b>                  | <b>Base</b>   | <b>Office telephone number</b>     |
| Buxton Team                  | The Lodge,<br>Cavendish Hospital<br>Manchester Road,<br>Buxton.<br>SK17 6TE | HV 07816 064870<br>SN 01298 212870 |
| North High Peak Team         | New Mills Clinic<br>Hyde Bank Road,<br>New Mills<br>SK22 4BP                | HV 07876 502964<br>SN 01663 747087 |
| Glossop Team                 | Shirehill Hospital<br>Bute Street<br>Glossop<br>SK13 7QP                    | 01457 850561                       |

| <b>Erewash</b>  |  |                                |
|-----------------|--|--------------------------------|
| <b>Team</b>     | <b>Base</b>  | <b>Office telephone number</b> |
| Long Eaton Team | Long Eaton Health Centre<br>Midland Street<br>Long Eaton<br>Nottingham<br>Derbyshire<br>NG10 1RY | 0115 8554091                   |
| Ilkeston Team   | Ilkeston Community Hospital<br>Heanor Road<br>Ilkeston<br>Derbyshire<br>DE7 8LN                  | 0115 9512437 / 0115<br>9512436 |

| <b>North East</b> |   |                                |
|-------------------|---|--------------------------------|
| <b>Team</b>       | <b>Base</b>   | <b>Office telephone number</b> |
| Dronfield Team    | Stubley Medical Centre<br>Stubley Road<br>Dronfield<br>S18 8QZ                      | 01246 299930                   |
| Eckington Team    | Eckington Health Centre<br>Gosber Road<br>Eckington<br>Nr Sheffield<br>S21 4BZ      | 01246 439248                   |
| Killamarsh Team   | Killamarsh Clinic<br>Parkside Shopping Centre<br>Killamarsh<br>Sheffield<br>S21 1FY | 01142472634                    |

| <b>Derbyshire Dales</b>   |  |   |
|---------------------------|--|---|
| <b>Team</b>               | <b>Base</b>  | <b>Office telephone number</b>  |
| Ashbourne Team            | St Oswald's Hospital<br>Clifton Road<br>Ashbourne<br>DE6 1DR               | Health Visitor: 01335<br>230000 (option 5)<br><br>School Nurse: 01335<br>230043 |
| Wirksworth Team           | Hannage Brook Medical<br>Centre<br>Off Water lane<br>Wirksworth<br>DE4 4JD | 01629 823721  |
| Bakewell/Hope Valley Team | Bakewell Medical Centre<br>Butts Road<br>Bakewell                          | Health Visitors: 01629<br>816633  |
| Matlock Team              | Whitworth Hospital<br>330 Bakewell Road<br>Matlock<br>DE4 2JD              | HV Team: 01629 593066<br>SN Team: 01629 593029                                  |

| <b>South Derbyshire</b> |   |  |
|-------------------------|---|--|
| <b>Team</b>             | <b>Base</b>   | <b>Office telephone number</b>   |
| Repton Team             | Repton Health Centre<br>Askew Grove<br>Repton<br>DE65 6SH         | Health Visitors: 01283<br>707170                                       |
| Swadlincote Team        | Swadlincote Health Centre<br>Civic Way<br>Swadlincote<br>DE11 0AE | Health Visitors: 01283<br>818044<br><br>School Nurses: 01283<br>818093 |

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