

## Information for Learners undertaking a placement at The Royal Cornwall Hospitals NHS Trust

Welcome to the Royal Cornwall Hospitals NHS Trust (RCHT). We hope you have an enjoyable learning experience and find us to be a friendly and positive working environment where your learning needs, views and suggestions are listened to with interest and respect.

This information will provide some background to learning and working here and signpost you to finding out more for yourself. All hyperlinks identified in this document are available to you via the internet to enable you to find answers to questions you may have before you start at RCHT. We hope you will find it helpful, both initially as you settle in and in the future as a point of reference.

Please feel free to contact the unit/department or mentor that you have been allocated before you start. They will be happy to respond to your queries.

Alternatively you may like to contact the Placement Development Team.

### Placement Development Team

The RCHT Placement Development Team (PDT) is here to support all non-medical learners in practice and consists, in part, of a Practice Lead and Academic Lead. PDTs focus is the growth and expansion of successful partnerships between the University of Plymouth, University of Exeter, the University College of St Mark & St John, clinical areas and students; learning environment development and to provide support and guidance to students within the clinical area including their mentors.

In practice this means they want to support you and your mentors within the practice setting. If you are finding things challenging on placement it is important to use your named mentor and personal tutor effectively. PDTs aim to enhance that existing support mechanism and are available to help resolve any practice-based issues.

The academic lead of the placement development team runs weekly confidential student 'drop in' sessions from 3.30 – 5pm every Thursday in the Practice Development Classroom or is happy to come to your unit if requested.

The Practice Leads of the Placement Development Team are:

**Helen Lewis:** Clinical Leadership & Education Lead  
**Amanda Thompson:** Mentor Support & Development  
**Graham Jappe:** Practice Development Midwife  
[Helen Lewis & Amanda Thompson](#) ☎01872 25(5132)

The Academic Lead of the Placement Development Team is:

#### **Fiona McLeod**

Fiona works Wednesdays and Thursdays and is contactable by email, phone or at her desk in the Productive Ward Office.

[Fiona McLeod](#) ☎01872 25(2876), 📞 mob: 07815528171  
email: ✉ [fiona.mcleod@rcht.cornwall.nhs.uk](mailto:fiona.mcleod@rcht.cornwall.nhs.uk)

Once you have arrived and are able to access the Trust intranet you can find more information on the Placement Development Team intranet site that contains information regarding many of the professional programmes supported within RCHT.

## The Royal Cornwall Hospitals NHS Trust

Royal Cornwall Hospitals 

[The Royal Cornwall Hospital's NHS website](#)

*Royal Cornwall Hospital (Truro)*



*West Cornwall Hospital (Penzance)*

*St Michael's Hospital (Hayle)*

The Royal Cornwall Hospitals NHS Trust is the principal provider of acute care services in the county of Cornwall. It serves a population of around 400,000 people, a figure more than doubled by holidaymakers during the busiest times of the year. The Trust employs approximately 4,100 staff and currently has a budget of approximately £246 million.

The Trust is responsible for the provision of services at three sites (comprising approximately 940 beds):

- Royal Cornwall Hospital, Treliske, Truro
- West Cornwall Hospital, Penzance
- St Michael's Hospital, Hayle.



**Royal Cornwall Hospital**  
**Truro, Cornwall, TR13LJ**  
**Tel: 01872 250000**

**St. Michael's Hospital**  
**Trelissick Road, Hayle, TR274JA.**  
**Tel 01736 753234**

**West Cornwall Hospital**  
**St Clare Street, Penzance, TR182PF.**  
**Tel 01736 3501**

The Trust has teaching hospitals status as part of the Peninsula Medical School. Keeping at the forefront medical advances, the Trust has led developments in many clinical areas, and is committed to maximising the range of specialist care that can be offered locally. The Trust has recently published its Strategic Plan for 2010 – 2014.

### Mission Statement

The Royal Cornwall Hospitals Trust is a patient centred organisation delivering high quality healthcare to the community. In the pursuit of excellence we are committed to providing an environment which is responsive to the needs of patients, staff, learners and visitors.

Core Values

- Identify and respond to the views and needs of the community.
- Provide care in a manner, which recognises the needs and wishes of patients and their families and our staff.
- Enable our staff to perform to the highest professional standards.

- Recognise and value the contribution of our staff both as individuals and team members.
- Develop and utilise changes and advances in healthcare for the benefit of the community.
- Maximise the range of services available locally.
- Encourage the best practice in clinical care to improve patients' quality of life and dignity when dying.
- Provide facilities sensitive to the needs of patients, visitors and staff.
- Ensure effective and open lines of communication.
- Ensure best value for money through careful financial management.

## About Cornwall and Where to Stay

Visit Cornwall: [Cornwall Tourist Board](#)

If you cannot find the information you are looking for on their website, you can contact them on ☎ 01872 322900  
email ✉ [enquiries@visitcornwall.com](mailto:enquiries@visitcornwall.com).



## How to Get Here

### Parking – Q-PARK



#### Knowledge Spa Students Undertaking Theoretical Study

Students attending the Knowledge Spa are not permitted to park their vehicles on the hospital site during theoretical study. The Trust recommends that students utilise public transport or, alternatively, use the Park and Ride service based at Langarth Park, Threemilestone, Truro. This service currently costs £1 per day and offers safe, secure parking together with an efficient bus service directly into the hospital site. The service operates from Monday to Saturday and the buses run every 10 minutes during peak periods and every 15 minutes at other times. The service commences at 7am and the last bus comes through the hospital site at 8.20pm.

#### Students Undertaking Clinical Placements at RCH

Students based at the Knowledge Spa, undertaking short-term placements on the RCH site, are eligible to purchase temporary car parking permits from Q-Park at a cost of £10 per month. These permits are available from the Q-Park lodge, situated in the main 'Pay on Foot' car park opposite the main Trelawny entrance, and allow parking in the General Car User car parks based on the hospital site, at all times. It is not possible to purchase a permit for a shorter period than one month and refunds on these permits are not permitted.

You can collect the form for the temporary car parking permit at anytime, complete it and take to Lucy Withers at the Faculty Reception, Knowledge Spa to confirm the permit is for placement and NOT THEORY.

You can then take this **authorised** form back to the Q-Park Office 1 working day before placement or on the first day of your placement when they will request the £10 fee and issue you your temporary permit. You cannot get the temporary permit before this time. Q-Park are open 24 hours a day.

Students undertaking 12-month placements on the RCH site, e.g. midwifery / physiotherapy / occupational therapy students, who are not based at the Knowledge Spa, are eligible to apply for an annual car parking permit from Q-Park. Application is made via Q-Park's website ([www.q-park-online.co.uk/healthcaretruro](http://www.q-park-online.co.uk/healthcaretruro)) and, as students do not earn a salary they need to pay the fee in accordance with the lowest salary banding, i.e. £25.27. This amount is due to increase slightly on the 1<sup>st</sup> January 2010 when the VAT rate reverts back to 17.5%.

## Students Undertaking Clinical Placements at St Michael's Hospital

Car Parking at St. Michael's Hospital is controlled by C P Plus Limited and permits to park on this site are issued by the Trust on behalf of C P Plus. Permit application forms can be obtained from the General Office on the SMH site. Again, students undertaking short placements are able to obtain monthly permits at a cost of £10 per month.

## Students Undertaking Clinical Placements at West Cornwall Hospital

There are only 12 car parking spaces available at West Cornwall Hospital and all of these spaces are designated as consultant parking only. There is a Council car park situated a little way down the road from the hospital but many staff choose to park in the residential areas surrounding the hospital. We would ask staff not to block any entrances or driveways if they choose to park in this area.

Pre-registration students who are allocated placements within the Royal Cornwall Hospitals Trust may pay for a temporary parking permit. Forms for temporary car parking permits for parking on the Royal Cornwall Hospitals Sites are available from the Q-Park Office in the Visitors Car Park at Treliiske Hospital from Monday 12 October 2009. These temporary one month parking permits cost £10 per month.

[Terms and Conditions](#)

Tel 01872 272834

## Park and Ride



[Park for Truro](#) A Park & Ride bus service is now open to the West of the Royal Cornwall Hospital at Threemilestone. It is open Monday to Saturday from 7 am to 7 pm and buses run every 10 to 15 minutes.

## Transport Links

[Transport links: How to Get Here](#)

Bus Routes at Royal Cornwall Hospital



## Catering Services

## Royal Cornwall Hospital

Mullions Restaurant is situated on the Ground Floor of the Tower Block and is open daily to staff and visitors from 7.30am to 12.45am. There are menus to suit all tastes with hot meals and hot and cold beverages available all day. Staff wearing a valid Trust identification badge will receive discount. In addition to the restaurant there are two coffee shops – the WRVS Coffee Shop in Trelawny Wing is open 9am to 8pm and the Friends Coffee Bar in the Tower Block which is open 9am to 6pm.

## West Cornwall Hospital

The Davy Restaurant is open 7am to 6.30pm Monday to Friday and 7am to 2pm and 3pm to 6.30pm on Saturday, Sunday and Bank Holidays. The restaurant is open to staff and visitors and offers a relaxed and friendly atmosphere including the 'Cosy Coffee Corner'. A full range of breakfast items are available with full course lunches, light suppers, beverages and sandwiches, there is also a take-away service. Staff wearing a valid Trust identification badge will receive discount. Beverage machines serving snacks and hot and cold beverages are available at all times.

## St. Michael's Hospital

Confectionery and drinks are available from a vending machine at all times. A restaurant is not viable at St. Michael's but staff are able to pre-order lunches and suppers from the kitchen.

## Learners and Expectations

At RCHT learners are treated as honorary members of staff, therefore they are required to meet the same standards as our own staff.

## What to Wear/Uniforms

It is your responsibility to check with the manager of the placement what standard of dress is suitable for the area in which you work and any local rules. If a uniform is supplied, keep it in good condition, wear it correctly, and in appropriate places. Remember, when you wear a hospital uniform your actions will reflect both on the Trust and your Profession.

Courtesy to patients and other people visiting the hospital is crucial to the reputation of the service we provide. Staff should always bear this in mind when dealing with patients and their relatives. Remember, a smile and words of welcome or help from a member of staff can be vitally important for people anxious about their own health or the health of a friend or family member

[A copy of the Trust's Dress Code and Uniform policy is available on the intranet.](#)

## Protective Clothing

Protective clothing is issued to specific groups of staff/learners when they begin employment. It is the responsibility of each member of staff/learner to wear protective clothing as and when appropriate.

## Identity Cards

To improve security and enable patients, members of the public and other members of staff to identify staff easily, staff must wear the appropriate identity badges. All staff in regular contact with patients must wear a photo identity badge, and staff in non-patient areas should wear the appropriate name badge.

Photo identity cards are available from either your educational institution, or if you are a member of staff the Security Department, PAMW Corridor, Royal Cornwall Hospital.

## Fire Safety

A fire in a hospital would pose a major threat to the lives of everybody within it but particularly to its patients. Therefore hospitals and other healthcare premises require a fire safety strategy based primarily on avoidance of fire. In its event there must be the means for rapid detection, containment

and control, supported by the reliable and rehearsed procedures for removing patients to places of safety.

It is essential that the guidance below which has been prepared to support the instruction given during your induction training is followed. Without your commitment, the fire strategy will not work. It is the responsibility of your department manager to ensure that:

On your first day you are made aware of all matters relating to fire safety. This should include:

- Action on discovery of fire.
- How to sound the fire alarm.
- What to do if the fire alarm sounds.
- Evacuation procedures.
- When the fire alarms are routinely tested.

### Your responsibilities are to:

- Read, understand and observe the Fire safety policy, procedures, orders and routines.
- Understand the hazards of fire, smoke and toxic fumes.
- Know the fire hazards in your working environment.
- Practice and promote fire prevention.
- Know and follow the correct procedures should a fire break out.
- Understand the fire alarm and its actuation.

### Fire Routine (Patient and Non-Patient Areas)

If you suspect or discover a fire, activate the fire alarm by breaking the glass of the nearest fire alarm call point.

**And then:** Follow the departments laid down fire routine.

### IF YOU ARE NOT SURE ASK.

The fire safety department is located within the Estates Department and is part of the Utilities Group.

The Fire Safety Advisors can be contacted on ☎ 01872 25(3813).

The Fire Safety Trainer can be contacted on ☎ 01872 25(3813).

## Security and Emergencies

### Reporting Crime & Important Telephone Numbers

One of the difficulties encountered with security in the Health Service is that nobody really knows the size of the problem. By their very nature, staff working in hospitals tend to cope, and prefer to deal with situations rather than report them. It is important, however, that incidents are reported immediately, so that appropriate resources can be applied in the right areas, and measures taken to prevent recurrence.

### Partnership Police

Since 1999 an initiative between the Trust and the Devon & Cornwall Constabulary provides a "community police service". The two officers provide a wide range of duties to all three hospital sites.

A message can be left on the police office telephone answering service or the officers can be paged via the switchboard or the porter supervisor.

The officers operate an open door policy and are available to provide advice and support on all aspects of crime prevention, in confidence.

### Useful Telephone Numbers

Security emergency ☎ 2999 (RCH & WCH Hospitals only)

Police ☎ 999

Force enquiry centre ☎ 08452 777 444

Hospital police partnership ☎ 01872 25(3399) (Net-One Pager - via switchboard or porter supervisor on ☎ 01872 25(3700) or (3701)

In accordance with the Trust's Cardiopulmonary Resuscitation Policy (2006) and following guidance on the standardisation of arrest call numbers throughout hospitals in the UK, the following numbers should be used: -

☎ **Ext 2222** - to alert the **Adult Cardiac Arrest Team, the Paediatric Emergency Response Team or the Trauma Team**

☎ **Ext 4444** - for other medical emergencies or fire & lift emergencies

☎ **Ext 2999** - for security emergencies

For those who dial ext 2222, ideally the following information is given: -

In the case of an adult cardiac arrest - state "Cardiac Arrest" following by ward/dept & location e.g. "Cardiac arrest, Phoenix Ward, Ground floor Tower".

In the case of a paediatric emergency including paediatric arrest - state "Paediatric emergency" followed by ward/dept & location; e.g. "Paediatric emergency, Polkerris Ward, 5th Floor Tower".

In the case of a trauma calls - state "Trauma Team to" followed by the ward/dept; e.g. "Trauma team to A&E Resus".

If you have any queries please contact a member of the resuscitation team on ☎ 01872 25(2124).

## Infection Prevention and Control

### RCHT Advice on [Infection Prevention and Control](#)

☎ Infection Prevention and Control: 01872 254969

[Infection Control Policy – Standard Infection Control Precautions Including: Hand Hygiene Policy, Safe Handling And Disposal Of Sharps](#) available on Trust Intranet.

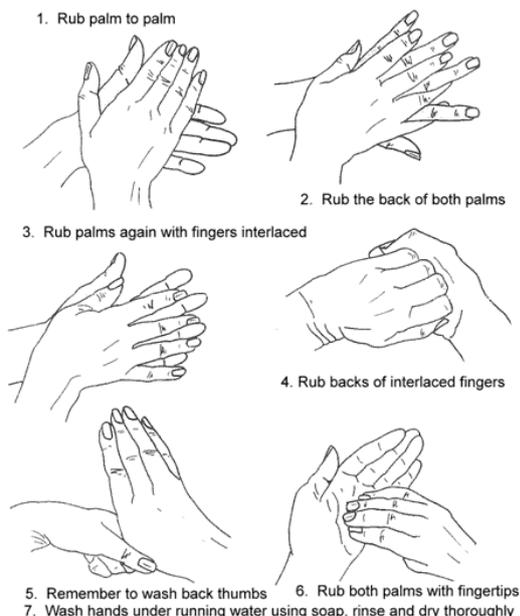
Each day thousands of people - patients, staff and visitors, pass through our hospitals and our priority is to do our very best to minimise the risk of infection that such a busy environment presents. **Hands are the principle route by which cross infection occurs in health care settings. Hand hygiene is, therefore, the single most important means of reducing the spread of infection.**

### Hand Hygiene

Alcohol hand rubs must be used between **every** patient contact, backed up by thorough hand washing with soap and water in any location where clostridium difficile (C. diff) may be present.

All clinical staff must adhere to the 'bare below the elbows' policy. **Therefore uniforms and other clothing worn for direct contact with patients or the clinical environment must be short sleeved, leaving the arm naked below the elbow.** It is vital that we challenge **any** of our colleagues who are not following correct infection control practice

How to wash hands correctly and reduce infection



Alcohol hand gels can be found at each bedside.

These are for use by any members of staff/learners that come to examine, help or treat patients, for patients to use themselves and for visitors to use when they come to see someone. Wash hand basins can also be found in each bay area on the ward.

Airborne viruses, such as diarrhoea and sickness bugs are sometimes brought into the hospital from the community. These can come from patients, who may show no symptoms at the time of admission, visitors or staff/learners.

They can spread very quickly and cause considerable disruption to the hospital if it is necessary to temporarily close wards to new admissions. Although unpleasant at the time, these viruses do not normally have any long term effect on health, although they can be more serious in the elderly or very young.

**If you have been off-sick with diarrhoea and vomiting you should stay away from the hospital for at least 48 hours after symptoms have passed.**



### Your Role and Responsibility if Exposed to Body Fluid Exposures

An accidental exposure to body fluids would include:

- Puncture or break of the skin with a sharp object such a needle or a blade which has been contaminated by blood or other body fluid such plasma or cerebrospinal fluid
- Splash into the eye, mouth or on to broken skin with blood or other body fluid such as plasma or cerebrospinal fluid

**Inform your line manager or mentor immediately.**

 **Tel 01872 250000** and ask for the 'needlestick pager'. Give your telephone number and await the return call. **Record the incident on Datix.**

It is essential that you follow this procedure with the minimum delay – if HIV post exposure prophylaxis (PEP) is required, this should, if at all possible, be started within one hour of the body fluid exposure incident.

For splash contamination injuries to the eyes and mouth, wash the site immediately and thoroughly with water. Where there has been a splash or injury to skin, wash the site immediately and thoroughly with soap and water. Do NOT scrub the injured area and do not use antiseptics.

Gently encourage puncture wounds to bleed by pinching skin around the site of injury. Do NOT suck injury site under ANY circumstances.

Make a note of the name, date of birth and hospital number of the source patient involved. If he/she cannot be identified, make a note of where the sharp was, where it may have come from, how the injury was sustained and any other information you consider may be relevant.

On rare occasions you may be asked to attend your nearest Occupational Health Department or the A&E Department at the RCH or WCH for further assessment.

## Privacy and Dignity

In order to promote patients well being, feelings of individuality respect and privacy, best practice must be achieved and national/local standards adhered to with regard to the patient's privacy and dignity. At RCHT protecting the privacy and dignity of our patients is the responsibility of all healthcare professionals.

On admission, it is the health care professional's responsibility to ascertain the patient's needs and give patients choices where possible. The health care professional is responsible for being aware of differing methods of communication, and should communicate in a manner, which respects patients'

individuality. Every patient will be communicated with in a professional manner that incorporates the patient's view on how s/he wishes to be addressed.

[A copy of the Trust's Privacy and Dignity policy is available on the intranet.](#)

## Protected Meal Times

Protected mealtimes are a period of time at lunch and suppertime when all non-essential activities on the wards stop. This means that nurses and healthcare assistants are able to serve food and spend time with patients who may require help to eat. It also means that patients have an opportunity to eat their meal without being interrupted.

The implementation of protected mealtimes in acute Trusts has been found to result in clear benefits such as patient weight gain, reduction of food waste and a reduction of complaints.

Protected mealtimes are for 30 minutes on each inpatient adult ward.

Protected mealtimes at Royal Cornwall Hospital is between 12.00hrs -13.00hrs and 17.00hrs – 18.00hrs. Each ward has half an hour of protected time. This is displayed in the ward but please ask any member of staff if you are unsure.

Protected meal times at West Cornwall Hospital are from 12.00hrs -12.45 on all the wards,

Protected mealtimes at St Michaels Hospital are between 12.00 -12.30 and 17.00 – 17.30 on all wards.

The RCHT approach to protected mealtimes

- No non-urgent patient treatment /interventions should be carried out in the 30 minute protected mealtime
- Only essential drugs should be administered during this period
- Except in emergency situations, all clinical staff only undertake activities that support the effective nutritional care of patients
- Ward Staff breaks should not be taken in this period unless all meals have been given out, all patients have received help with eating (where required) and documentation relating to nutritional care has been completed.
- Patients should not leave the ward (e.g. for investigations) during the 30 minute protected mealtime and for 15 minutes prior to this.
- Departments, e.g. clinical imaging, should ensure that patients are returned to the ward in time for their meal
- Transfer of patients should be arranged to incorporate protected meal times on both wards.
- Visiting during protected mealtimes is encouraged where the visitor may be able to help the patient with their nutritional intake. Other visitors are asked to respect the patient's dignity and return at visiting time.

[A copy of the Trust's Implementation of Protected Mealtimes at RCHT is available on the intranet.](#)

## Confidentiality

Confidentiality is about the right of the individual to be assured that their private affairs, including details of treatment, are not discussed.

In a large organisation like RCHT you will come into contact with confidential and personal information, some of which will be about patients and some about staff. Whatever the subject, this information will have been told to you in good faith and must not be passed on to any unauthorised person or persons, including the press.

The following check list acts as a guide in dealing with information of a confidential nature.

Stop! Think!

**If in doubt as to whether to disclose a piece of information, check with your Supervisor or Manager. You can also contact:**

[The Records Service Manager](#) ☎ **Tel 01872 25(4500)**

**Remember - Information Security is everyone's responsibility and we are all in a position of trust.**

## DO'S AND DON'TS CONCERNING PATIENTS

### DO

- At all times, if in doubt, consult with your mentor, Placement Development Team or line manager
- Look at the RCHT guidelines if you are asked for information by a person who has a valid interest in a patient's condition but who is not employed by the Hospital. If you do not have this document, ask the **Health Records Manager ext 4500**.
- Give information to other members of the health care team so that they can carry out their duties.
- Advise patients to talk to their doctor if they ask you for medical information or refer the question to your manager or supervisor. Only senior members of staff can give patients information of a medical nature.
- Ensure privacy as far as possible when obtaining information from a patient.
- Contact your manager for advice if you are asked for information from persons who are not involved directly in caring for the patient, e.g. The Health Records Manager.

### DON'T

- Give information concerning a patient to a fellow member of staff who is not directly involved in treating that patient.
- Give information without first getting permission and then only give it to the patient's next of kin or other persons as agreed by the patient.
- Talk about patients other than in the course of your normal duties. When this is necessary, make sure you cannot be overheard.

### Remember

- It may be necessary during the course of your work for you to read part of the contents of the health record or access data which is electronically stored but this should only be as much as is absolutely necessary in the efficient performance of your duties.
- Computer terminals must be logged off when not in use or password protection screen savers set up.
- Passwords for computer systems must not be divulged to any other person and remember to change your password frequently.
- Maintain security of computers and work areas.
- The live system will not be used for training purposes.
- Staff/learners may not access their own data nor will they ask any other member of staff to access their records on their behalf.
- Staff/learners will not request or handle their own case notes but may make an application to see their records under the Data Protection Act 1998. Applications should be made to the Health Records Manager at the Royal Cornwall Hospital.
- If forwarding patient info by fax ensure the request is legitimate then follow trust procedure regarding the receipt/sending of faxes.

**It must be stressed that any breach of confidentiality will be regarded as a disciplinary offence.**

## Data Protection Act 1998

The Data Protection Act came into force in the UK on the 1st of March 2000. It repeals the Data Protection Act 1984 in its entirety as well as the Access to Health Records Act 1990 with the exception of those sections (of Access to Health Records) relating to the deceased. The Act is concerned only with identifiable information relating to living individuals.

The Act covers both manual and electronic data. Specifically all manual health records are covered by this legislation.

Copies Confidentiality and Computer System Policy may be obtained from the [Health Records Manager](#) ☎ Tel 01872 25(4500).

## Access to information Technology

It is RCHT policy that all learners registered on pre-registration courses are provided access to the intranet. Agency and third party users are required to sign a confidentiality agreement prior to connection to the health community IT facilities.

Our main working hours are between 8:30am and 5:00pm Monday to Friday. We provide an out of hours emergency service contactable via the number below (please listen to recorded instructions.)

If you need help/advice on any IT related matter or need to access any of the CITS services, please call Cornwall IT Help Desk ☎: 01209 881717, 1717 internally or email the support centre on: ✉ [support.centre@cornwall.nhs.uk](mailto:support.centre@cornwall.nhs.uk).

## Bullying and Harassment

Harassment of any sort at work is wholly unacceptable. Everyone should expect to enjoy a working environment in which the dignity of individuals is respected. The Royal Cornwall Hospitals Trust is committed to equal opportunities and therefore views any harassment as a very serious matter. Harassment is insulting and demeaning to the recipient and will not be permitted or condoned by people working within the Trust.

Appropriate disciplinary action will be taken against any employee found to have harassed other people whilst at work. In certain circumstances harassment may be unlawful and if proven, individuals could face legal action.

The Trust seeks to eliminate harassment within the working environment and sees the main objective of this policy to detail the consequences of harassment whilst at work and the responsibilities of all managers and employees of the Trust.

**If you have any concerns about the way you are being treated in your placement please contact Placement Development Team, Personal Tutor or line manager who can discuss this in confidence.**

[A copy of the Bullying Policy including harassment, bullying and victimisation at work is available on the Intranet.](#)

**Human Resources contact:**

Email: ✉ [RCHT.humanresources@cornwall.nhs.uk](mailto:RCHT.humanresources@cornwall.nhs.uk)

Royal Cornwall Hospital ☎ Tel: 01872 250000

St Michael's Hospital ☎ Tel: 01736 753234

West Cornwall Hospital ☎ Tel: 01736 874000

**☎ Other numbers and contact details:**

Occupational Health (2770)

Human Resources (2476/2479)

Staff side (Unison office 3165)

Bullying and Harassment adviser network (Alison St.John ext 3070, Ponnandai Arumugam netpage, Lynn Lusty - ext 5009, answer phone, Ian Moyle ext 5009, Stella Hutton ext 5009,

Joan Shirley ext 5009)

Training (6492)

Colleagues in your own department

Visit your GP

Use the email address: ✉ [dignity.atworkforall@cornwall.nhs.uk](mailto:dignity.atworkforall@cornwall.nhs.uk)

## Equality and Diversity

The Royal Cornwall Hospitals NHS Trust is committed to having a workforce whose membership is valued and whose diversity reflects that of the community it serves, thereby enabling the Trust to deliver the best possible healthcare to the community.

As an equal opportunities employer, the Trust is committed to fair and equitable treatment of all its employees and job applicants. This policy applies you as a learner within the Trust. This means that the Trust is fully committed to equal opportunities in carrying out all its activities and is opposed to any form of discriminatory or unfair treatment in all aspects of employment. A breach of these principles will result in disciplinary action. It is committed to enabling all staff achieve their full potential in an environment characterised by dignity and mutual respect.

The Trust aims to ensure equality and diversity of employment for all current and potential members of staff and to distribute and communicate this policy widely.

There are Trust policies, procedures and guidelines that have been developed to aid and promote successful compliance with the Trust's commitment to equality and diversity.

### **Learners with disabilities and or learning difficulties**

The Royal Cornwall Hospitals NHS Trust is very supportive of learners with disabilities. We are able to make adjustments for learners with special needs and work in partnership with Higher Education Institutions and their Disability Assist Services.

It may be that we have already put into place changes that will assist you, but unless we know what your needs are; we cannot guarantee that this will be the case. If your needs are identified in advance of your placement, we are better able to put in place appropriate arrangements.

To ensure the expectations of the staff within the clinical placement area are appropriate we would request that you contact your Line Manager or mentor/designated staff member at your earliest opportunity, where you can discuss in confidence any issues that may potentially impact on your ability to undertake duties and the support we can offer.

[Equality and Diversity Policy available on the Trust intranet.](#)

## **Mobile Telephones**

Staff, patients and visitors in non-clinical areas may use mobile telephones. They must not be used within 1 metre of cardiac/emergency bleeps due to interference. Nor used within 1 metre of electronic medical equipment.

Mobile telephones may be switched on and/or used in the following designated areas:

- Main Receptions and Waiting areas
- The Hospital 'Street' (public corridors)
- Non clinical and communal areas – which includes day rooms, cafes and non-clinical peripheral sites (e.g. Offices, Knowledge Spa, Megashed etc.).

[A copy of the Trust's Policy for the Use of Mobile Communication Devices and Mobile Telephones on Trust Premises is available in the Trust intranet.](#)

## **Smoking**

The Royal Cornwall Hospitals Trust is a smoke free hospital. Smoking is not permitted in any part of the premises or grounds managed, leased or owned by the Trust at any time, by any person regardless of their status or business with the organisation.

[A copy of the Trust's Smoking Policy is available on the Intranet.](#)

## **Fraud and Corruption**

Fraud can be defined as "The intentional distortion of financial statements or other records by persons internal or external to the organisation which is carried out to conceal the misappropriation of

assets or otherwise for gain or unfair advantage". Corruption can be defined as "The offering, giving, soliciting or acceptance of an inducement or reward which may influence the action of any person".

### **Gifts and hospitality**

Staff, across the Trust, could be offered gifts or hospitality at any time and from any outside source. Small gifts might include pens, mugs, diaries and calendars. Minor hospitality can include hosted lunches and subsidised attendance at sponsored events. All such transactions are subject to the Trust's formal regulations. If in doubt ask your mentor/line manager

### **Fraud your responsibilities:**

If you become aware that a fraud may be being perpetrated against the Trust, you should bring it to the attention of your manager or any of the people listed below. All calls will be treated in strict confidence and use of the Whistleblowing Policy is available. You should not attempt to investigate your suspicions; to do so could make evidence unusable as there are special rules relating to how evidence is gathered. Any person becoming aware of a suspected fraud should, at the earliest opportunity, contact either:

**The Line Manager Manager or mentor/designated staff member responsible for learner**

**Local Counter Fraud Specialist (LCFS) ☎ 01872 35 4479**

**Any member of Internal Audit ☎ 01872 35 4418**

**The National NHS Fraud and Corruption Reporting Line ☎ 0800 028 40 60**

**A copy of the Trusts Guidance To Staff On Gifts, Hospitality And The Reporting Of Potential Conflicting Interests is available on the intranet.**

## **Training and Education Department (TREAD)**

### TREAD

The Training, Education and Development Department (TREAD) provides extensive in house training programmes aimed at both professional and support staff. Qualified, skilled and experienced trainers supply a wide variety of high quality qualification and non-qualification programmes.

The Trust induction programme ensures that your mandatory training is current for one year. If you would like to contact TREAD in order to book yourself onto further mandatory training you can contact the **TREAD Administration Office: 01872 255147/8**

Mandatory and Essential training needs are undertaken via the 'Induction Training Needs Assessment', completed as part of your induction and attached for your information and preparation.

Electronic training as an adjunct to the mandatory training is accessible through the Learning Management System; however, you will only be able to access this if you have been given access to GroupWise. Once you have access to GroupWise you can contact the TREAD department via email: [✉ training@cornwall.nhs.uk](mailto:training@cornwall.nhs.uk) and request an LMS account. One of the TREAD administration team will then contact you.

### **Educational Booklets that Support Mandatory Training**

With the agreement of subject specialists, booklets have been produced, to access these please contact the line manager of your department who will help you access them.

Further E Learning (electronic learning) is available via the Learn Direct Project. This means you can undertake courses using the Internet at work or at home. There are over 600 courses ranging from languages to management courses, supported by tutors. These are all provided free of cost to NHS staff.

[Learn Direct](#)

More information on courses and skills training both locally and nationally available [Careers Advice Service](#)

### **Link into Learning Skills for Life**

Link into Learning offers, friendly, flexible help with the essential skills of adult literacy, numeracy and English for speakers of other languages. Literacy and Numeracy are free but there is a termly charge for ESOL provision. More information available [Link into Learning Cornwall County Council](#)

For more information or assistance please contact the TREAD team who will be pleased to help. Telephone ☎ 01872 255147/8 or email: ✉ [training@cornwall.nhs.uk](mailto:training@cornwall.nhs.uk)

### **[Mandatory Training Policy](#)**

☎ Telephone: 01209 88 6534 or email: ✉ [training@Cornwall.NHS.uk](mailto:training@Cornwall.NHS.uk)

## **Cyber café PCs**

The 6 PCs, sited on the ground floor of the Knowledge Spa by reception, are available with no prior booking for use by anyone to check e-mails, seek information via the Internet or use Microsoft Office applications. The PCs have bookmarks to various health promotion and career websites.

Users simply sign in at the Main Reception desk of the Knowledge Spa

☎ Tel: 01872 256400

## **Cornwall Post Graduate Medical and Dental Education**

### **[The Department of Medical Education](#)**

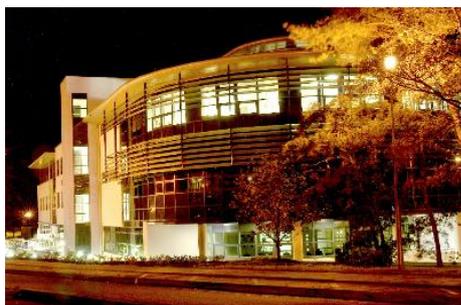
The Department of Medical Education is primarily responsible for ensuring the provision of high quality postgraduate medical and dental education for training grade doctors, within Primary and Secondary Care. This is provided in a holistic environment to support teaching, learning and professional development at the individual and corporate level.

## **Peninsula Medical School**



[Peninsula Medical School](#)

## **Library Service**



### **[Library Service](#)**

RCHT has an excellent library service, with the Health Library in the Knowledge Spa offering a pleasant, spacious environment and forming a focal point for countywide developments.

The staffed library offers a range of multiprofessional resources – books, journals, videos and computer-assisted

learning programmes – all with 24 hour access. Items that are not stocked can be requested from other libraries and an Urgent Action service provides – at cost – an immediate response.

### **Out of Hours Access**

All registered library members (except private members) are entitled to have 24-hour access to the Library. Student or staff ID must be produced.

To access these services out of hours, you will need a card with a magnetic strip, which has been activated for The Knowledge Spa building. You can obtain an application form for 'Out of Hours' access from the library or Knowledge Spa main reception

Out of hours access arrangements are in place during:

7.00pm – 8.30am            Monday – Friday  
4.30pm - 8.30am           Saturday – Monday  
Bank and public holidays

### **Photocopying**

Please ensure you bring enough change, or a valid department photocopy card to use the photocopiers in the Library – they take all coins but do not give refunds. Black and white copying costs a few pence per sheet; colour copying is available during staffed hours only.

Access to databases such as the Cochrane Library, Medline, CINAHL, AMED and PsychINFO is available through the library services intranet site, networked countywide.

Through the site, users can search the literature and access over 1000 electronic journals and books, read and download locally produced and government documents, and send requests to the library email address electronically. The library services site offers further access to evidence-based health resources and the National Electronic Library for Health.

There are smaller libraries and resource collections, all with networked access, within RCHT in the Practice Development Department, Maternity, Locomotor, Ophthalmology and WCH (Penzance). Further resources maintained by departments are available in Therapy Services, Rheumatology, Haematology, Pathology, Clinical Chemistry, Radiology and Child Health.

## **Library Facts for: University of Plymouth Faculty of Health and Social Work Students**



Library computers provide access to the internet and a full range of Windows software. Most have dedicated connection to the University of Plymouth Network. There are some computers that allow access to the RCHT computer network.

### **How many books may I have out?**

- Students: 12 Items

### **How long may I borrow them for?**

- Books are labelled 1 day, 7 day, or 21 day loans
- You can reserve an item in person or by phone.
- Reference cannot be loaned and can only be used within the library.
- All journals are reference and can only be used within the library.

### **How often may I renew them?**

All users are allowed 4 renewals unless the item is reserved. You can renew an item in person, by phone or online at <http://www.swims.nhs.uk/>

### **What are the charges for overdue/lost items?**

- There are charges for overdue books. Please contact Library staff for this information

For more information contact the library on ☎ 01872 256444

email: ✉ [health.library@cornwall.nhs.uk](mailto:health.library@cornwall.nhs.uk)

## Telephone Numbers and Commands

### Telephone Commands:

Transfer/Enquiry **RX**

Connect Held Party **R\*1**

Cancel Enquiry **R\*\*1**

Hold **R\*9**

Park **R\*6X**

Conference **RXR\*4**

Extension Call Pick Up **\*3X**

Group Pick Up **\*\*3**

Ring Back **R#1**

Cancel Ring Back **##1**

System Abbrev. Dial **#6CN**

Public Exchange **9**

Divert – All Calls **#9X**

Cancel Divert **##9**

Cancel Destination Ext **#9\*X**

Divert on Busy **#0#X**

Cancel **##0#**

Divert – No Reply **#0\*X**

Cancel **##0\***

**CN = Code Number**

**R = Recall**

**X = Follow with Extension Number**

## Waste Management

The Estates and Support Services Directorate, a shared service with other NHS Trusts in Cornwall, which is hosted by the Cornwall Partnership NHS Trust, provide waste Management services.

Whilst the Management of this service is carried out off the RCHT sites the contact number for all queries or advice is the:

**UTILITIES – COURIER AND WASTE HELP DESK  01872 25(3813)**

This phone is manned from  
8.30 – 4.30 Monday to Thursday  
8.30 - 4.00 Friday

In accordance with the Health Services Advisory Committee and Waste Management Policy and Procedures, waste should be segregated according to colour coded system to clearly identify different categories of waste for disposal and thus ensure compliance with the Environmental Protection Act: Duty of Care Regulations.

## Support

The work that we do can often put us in difficult or distressing situations, but no one needs to cope alone. Often the team you are a member of will support you if you are upset, confused or worried about something but sometimes you need more than just a chat with your colleagues over coffee.

If you need more support than your colleagues can give, or a situation is really getting you down or causing you to be anxious, there are many types of help and support available for you.

No one should be embarrassed or ashamed about having to seek help and support. The work that we do and the situations that we may be involved with can be very emotional, distressing and traumatic. Many colleagues may have been there themselves and will know how you are feeling. They will not judge you for being affected by something you have experienced no matter how small it may seem when you explain it.

As a learner, you should have a nominated supervisor or mentor who can talk things through with you and help you to understand a situation better; they can also advise you about additional training or learning that might help. If you do not know who your supervisor is contact your Placement officer, PDT or educational establishment.

Sometimes you will need support because you are involved in a specific situation.

## Complaints

It is always upsetting when a patient or carer makes a complaint about a service or an individual, but the Patient Support Co-ordinators (Complaints Officers) will work with individuals to help them respond to a complaint, support them at any meetings with those who have complained and direct them to other sources of help.

## Claims and Inquests

Sometimes the Coroner will hold an inquest following the death of a patient or a claim may be made against the Trust. This does not mean that anything has been done wrong. Statements may be requested or staff may be required to appear as witnesses. The Legal Services Team will help staff to write their statements, explain the process and be present to support witnesses.

## Serious Incidents

Sometimes things do not turn out as we expect and events are reported as Serious Incidents and are formally investigated within the Trust. The purpose of these investigations is not to attribute blame to individuals but to identify actions that can be taken to reduce the risk of the same event being repeated. The Risk Co-ordinators, Governance Team and the Investigating Officer (probably the senior manager of the department where the incident occurred) will all give guidance and support as the investigation progresses

## Support Numbers:

**The Staff Health Department**  
01872 252770

**Professional organisations or Unions**  
See the notice boards around the hospitals or contact the Union Office at the Royal Cornwall Hospital, Truro  
01872 253165

**Chaplaincy**  
01872 252883

**Confidential Advisors**  
Bullying & Harassment Advisors  
01872 255009

Whistle Blowing Advisors -see the notice boards around the hospitals or via the homepage

**Patient Support Co-ordinators**  
01872 252856/252868

**The Legal Services Team**  
01872 255028

**The Risk Co-ordinators,  
Governance Team**  
01872 252908/253456

**Placement Development Team**  
01872 252875

**The Trust Intranet site has additional information including support offered by Health and Safety, Practice Development, PALS**

I hope you have found this induction information useful. If you have any comments, feedback, and suggestions on this package, or found any of the information/links incorrect, please contact:

Heather McCallum  01872 25(2743) or email: [✉ heather.mccallum@rcht.cornwall.nhs.uk](mailto:heather.mccallum@rcht.cornwall.nhs.uk)

**We look forward to welcoming you as a member of the RCHT team.**