

Work Experience Welcome Booklet

Your Placement

Date of Placement

Area

Supervisor

Telephone Contact

Hours of Work

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Welcome

Thank you for showing an interest in Work Experience at Leeds Teaching Hospitals. This is an opportunity for you to see how we provide care in a very busy NHS Trust, which is amongst the biggest in Europe, with over 17,500 people helping to care for around 2,000,000 patients a year.

The patients are at the very heart of everything we do, and we act to protect them from harm and to help them towards recovery, or to cope with long term and in some cases, terminal illnesses.

We want you to have a really useful and positive experience with us, this may involve you conducting yourself in a different way but we will help you to approach the changes between what you may be used to at school, college, or day to day life in a highly professional and busy healthcare environment.

We hope you enjoy your placement and find this induction pack useful.

Building our values, goals, and vision



Leeds Way Values

The Leeds Way is the organisational ethos we follow and is centred on these five values:



These are the things that we need to think about in everything we do in order to provide the best care and make our Hospitals the best places to work in.

Leeds Way Value	Leeds Way Behaviour
PATIENT CENTRED	<ul style="list-style-type: none"> • Goes the extra mile – does that extra little bit to make the patients' experience outstanding • Is responsive – listens to others, understands their needs and takes action where required • Keeps it simple – uses simple language to ensure patients, the public, carers and colleagues understand the message
COLLABORATIVE	<ul style="list-style-type: none"> • Shows understanding – shows respect for people by taking time to consider how what we do affects others • Helps others – works hard to support others to do their job • Communicates and collaborates on decisions – makes decisions by working together
FAIR	<ul style="list-style-type: none"> • Shows respect – treats others as they want to be treated • Speaks up – takes positive action when they see unacceptable behaviour • Is consistent – values all our patients and colleagues equally and strives to do the right thing for them
ACCOUNTABLE	<ul style="list-style-type: none"> • Learns from mistakes – when mistakes are made takes time to understand why • Confronts without conflict – does not blame others when things go wrong • Takes responsibility and apologises – recognises when things have gone wrong and says sorry on behalf of themself and others
EMPOWERED	<ul style="list-style-type: none"> • Is professional – inspires confidence in their ability to deliver • Supports others to succeed – listens to others and encourages them to take action • Shares knowledge – makes sure others benefit from our success

As well as appearance and dress, general attitude and behaviour must be appropriate and acceptable to the placement area.

Any student on placement who behaves in a manner that may place patients or staff at risk, or otherwise damage the reputation of the department, Leeds Teaching Hospitals or the NHS will have their placement terminated immediately.

Things you need to know

Criteria for Work Experience

1. Aged 15 plus, or in Year 10
2. The request is 5 days or less
3. Resident of the EU (Right to Work)
4. Submitted and completed :
 - a. The Work Experience Personal Information Request Form
 - b. Confidential Health Questionnaire
 - c. Confidentiality Statement
5. Attended Work Experience Welcome meeting in advance of placement

Shops

Most of our hospitals have shops at the main entrances where you can buy magazines, refreshments and toiletries or gifts and cards if you are visiting someone in hospital.

Refreshments

There are a number of coffee shops, cafes and restaurants throughout our hospital sites, however, you may find it more cost effective to bring your own lunch.

Cashpoint machines

There are cashpoint machines in the main reception areas of the Leeds General Infirmary and St James's Hospital. In addition, some of the retail outlets on our sites also have cash machines.

Prayer and Quiet Rooms

We have a number of Quiet Rooms across the LTHT sites which are intended for use by all Faith Communities or individuals. Details of these can be found on the Trust Intranet site.

Smoking

Leeds Teaching Hospitals Trust has a responsibility, not only to cure sick people but also to help people stay healthy. As smoking has been proven to be harmful, it is our duty to discourage you from smoking. For this reason the Trust is a no smoking site. Smoking is not permitted anywhere within the Trust premises.

Dress and Appearance

You will also be supplied with an ID badge, which needs to be worn at all times whilst on site, and will allow you to access transportation from site to site, should travel be required.

If working in an Office/Administrative role:

- All visible own clothing must be of smart appearance and modest. Low cut skirts or trousers, short cut or cropped tops which reveal midriffs or underwear, plunging necklines, see through garments, mini-skirts or denim jeans are not acceptable.
- Make up, if worn, should be natural
- Generally, hats must not be worn unless they are part of a uniform. In order to meet religious requirements head coverings may be worn (examples include turbans, head scarves and skull caps). When worn these must be plain or neutral in colour.

In addition, In a CLINICAL area the additional rules must be adhered to:

- To ensure effective communication, clothing and veils which cover the face are not permitted in clinical areas. For security checks these must be removed on request for identification purposes.
- Short sleeve top or dress should be worn
- No ties
- Full sensible, comfortable shoes must be worn (trainers acceptable). No open toes.
- Long hair must be tied back
- No nail varnish or false nails
- No jewellery, including watches, rings, necklaces

Confidentiality

You will be asked to sign a statement agreeing to our terms of confidentiality, including the use of social media.

- Be aware, that all matters relating to patients' diagnosis or treatment are strictly confidential and must not be divulged to anyone under any circumstances.
- No photographs can be taken whilst on your placement.
- Under no circumstances should you divulge any details relating to patients on social media.
- You must wear your Identification Badge issued by the Trust at all times.
- All information provided to you by patients should be considered confidential.
- All information recorded should be accurate and up to date.
- All information is to be kept out of the eye of the general public.
- Any movement of health records must be recorded electronically to enable records to be easily located.
- Passwords are not to be shared under any circumstances.
- Patient records and images are not to leave Trust property.

If you know or recognise any of the patients you come into contact with you must immediately remove yourself from the room/ward and speak with a member of staff.

Personal Property

The Trust cannot accept responsibility for items which are lost, stolen or damaged. You are therefore advised to have insurance cover for your personal property. Any theft should be reported immediately to your supervisor.

Items of high value, or large sums of money should not be brought into work. There will be lockers, or somewhere safe to leave your belongings, however, you would need to check where these are in the area you are visiting.

Commitment

When you have accepted a placement with us we expect you to undertake the hours, as agreed with your supervisor/mentor. If for any reason you cannot attend, e.g. illness, you must contact them as soon as is practicable prior to your 'shift' starting.

Your commitment will be noted during your placement for evaluation purposes. Your school will be notified if you fail to attend, leave early or are absent without prior agreements.

Supervision and Support

A member of staff will be arranged within your placement area for day to day supervision. You should not be left unaccompanied at any time.

Duty of Care

Would you kindly note that we ask you to work in a safe manner as this is part of your duty of care to yourself, your colleagues, our patients and Leeds Teaching Hospitals Trust.

Equal Opportunities

The Trust recognises that the diversity of its workforce and the community it serves is one of its greatest strengths and is striving to create an environment for staff and service users that is free from unlawful discrimination and harassment and where the human rights principles are understood and upheld. The Trust recognises that discrimination, harassment and victimisation are unlawful and unacceptable

Duties which may be undertaken

During your time at Leeds Teaching Hospitals Trust you will be closely supervised at all times. If at any time you are unsure or require assistance you must contact a member of staff in the department you are working in.

Following attendance at the Work Experience Welcome, and having viewed the relevant training videos and read the policies and procedures included in this handbook, you may be asked to support the team you are working with in:

- ✓ Making and serving drinks and food
- ✓ Clerical duties
- ✓ Chatting to patients
- ✓ Shadowing a Nurse or Healthcare Assistant
- ✓ With patient permission, observe limb examinations, blood pressure testing, bloods being taken
- ✓ General tidy of bed areas
- ✓ Taking part in group discussions
- ✓ Accompanying patients to other departments

- ✓ Analysis of data, such as surveys
- ✓ Updating communication materials or make up packs of information
- ✓ Completing a project
- ✓ Providing administrative support
- ✓ Answering the telephone

You MUST NOT:

- Ø Deliver or help deliver personal care or perform a medical procedure including dressing wounds, or assisting in the delivery of such procedures.
- Ø Give out medicine
- Ø Assist a patient in going to the bathroom
- Ø Assist a patient with bathing or personal hygiene tasks
- Ø Lift patients or equipment
- Ø Provide a patient with a manicure or pedicure
- Ø Access theatres, delivery suite or the mortuary without prior written permission.

Other Rules

You may not undertake any tasks which are not agreed with your supervisor during your placement.

- If work involves contact with patients - consent must be given
- If curtains are drawn around a bed or across ward doors, please respect patient privacy and not go in.
- Please try and avoid becoming emotionally involved with any patient.
- Please be as quiet as possible within the hospital, especially within ward areas.
- Gifts may not be accepted.
- You are not allowed to collect or deliver drugs.
- You may not use patient names in any report you are asked to write for your school/college on your placement.
- If your behaviour concerns us, your placement will be terminated and your school/college informed.

Documentation for you

Work Experience Time Sheet

This timesheet should be completed by you and signed off at the end of each working day by your supervisor/mentor. Its purpose is to record the number of hours you have worked each day and is common practice in most workplace

Name_____

Ward/Department_____

Date	Time In	Time Out	Time In	Time Out	Signed

Supervisor/Mentor Signature_____

This table should be used to record the activities you undertake during your placement. It will be helpful to use when you complete your post Work Experience evaluation and can be used as a reflective account, enabling you to think about what you have learnt whilst on your placement.

Work Experience Programme of Activities

	Planned activities	With Whom	Brief evaluation of the day
Day One			
Day Two			
Day Three			

	Planned activities	With Whom	Brief evaluation of the day
Day Four			
Day Five			

Information about the Trust

Fire Procedures and Assembly Points

Fire Safety Information

This information is applicable to all Work Experience visitors. On arrival in your placement area students must make themselves familiar with all aspects of fire safety. Use the workplace check list, local fire action cards and local fire safety and evacuation plan (wall mounted plan showing fire safety features for the area). All Work Experience visitors, whatever their designation, **MUST** make themselves aware of fire safety procedures.

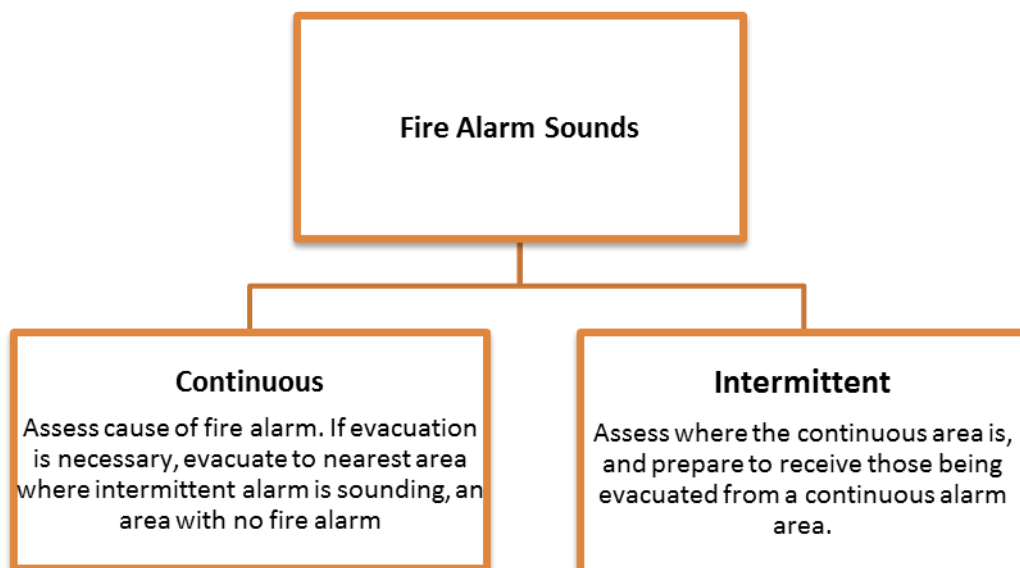
Action upon the discovery or suspicion of a fire:

- Raise the alarm
- Pass all relevant information via 46666
- Consider the evacuation necessary
- Close all doors
- Attempt to fight the fire (only attempt this if you have been trained in the use equipment provided).

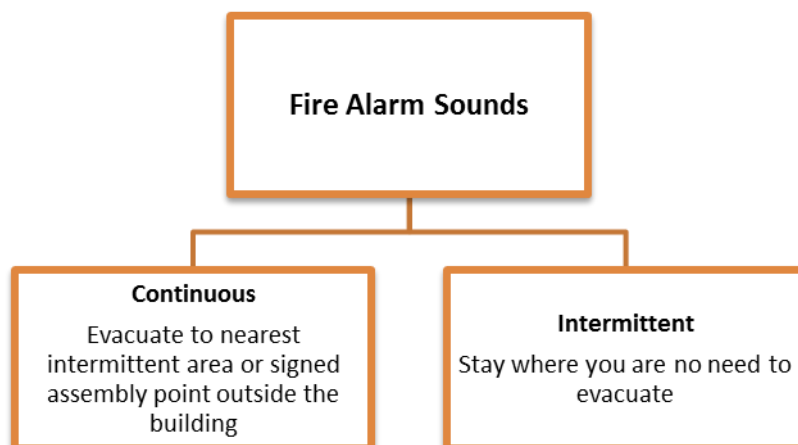
******* Please note these differ depending on whether you are in a patient care area or non-patient care area when the alarm sounds *******

Fire Evacuation Procedures

Patient care areas:



Non patient care areas:



As you work in and around the Hospital, you **MUST** adopt good fire prevention routines, such as not wedging open fire doors, not blocking fire exit routes and not allowing the accumulation of items along means of escape routes.

Fire Safety Workplace Check list

Please discuss the following points with the person conducting your local induction before commencing any work in that area.

Areas to Address	Tick when completed
Sound of the fire alarm and its meaning, i.e. continuous/intermittent	
Fire alarm call points	
Fire exit routes.	
Fire alarm repeater panels (Patient areas)	
46666	
Assembly points (if applicable)	
Fire extinguishers ***	
Basic fire prevention/housekeeping	

The information must be duplicated if you work in more than one workplace.

***** All students on placement should not use fire extinguishers unless they have been trained in their use and limitations by a Fire Officer.**

Infection Prevention and Control (IPC)

Hand Hygiene

Whilst on Work Experience you will not be required to provide help, deliver personal care, or assist a patient to the bathroom. However, it is important to ensure your hands are as clean as possible to reduce the spread of infection.

Ensure you use the correct product for each opportunity (soap and water or hand sanitiser (alcohol-based product)) and follow the correct technique and always ensure you wash your hands after using the bathroom.

Use the correct technique:

- Wet your hands
- Apply soap
- Use 5 strokes per movement when washing hands with soap and water
- Use at least one stroke per movement when using alcohol gel

Copies of the correct technique are displayed within the clinical area. You should be shown the correct technique and correct products to use whilst in the clinical area.

All Work Experience visitors must be bare below the elbows when working in or entering clinical environments to facilitate effective hand hygiene.

Bare below the Elbow includes:

- Sleeves must be either rolled up or of a length that leaves the forearms completely uncovered
- No wrist band or any other wrist coverings are worn
- No jewellery is worn below elbow other than a single plain wedding band
- Nail varnish, false nails, nail extensions or nail jewellery must not be worn

Hand Hygiene opportunity and technique audits are undertaken in the clinical areas to provide assurance of compliance.

Please see Leeds Teaching Hospitals Trust Hand Hygiene Policy for more information. This can be found on the Trust intranet site.

Safe Sharps Management and Inoculation Injury Awareness

It is unlikely that you will sustain a sharps injury when on a Work Experience Placement, however, you need to know what to do if you sustain a sharps injury i.e. stabbed with sharp instrument, needle, blade or piece of glass or an unknown sharp object protruding from a waste receptacle.

1. First aid - bleed it, wash under running water and cover with a water proof dressing.
2. Report to senior person who will ensure that the Trusts relevant policy is followed.

Standard Precautions

Is a system of precautions to be used with everybody which protect patients, staff, volunteers, Work Experience visitors and assumes all body fluids are potentially infected.

They include the following:

- Hand Hygiene
- Correct use of Personal Protective Equipment (PPE) e.g. gloves
- Safe Sharps Management
- Safe Disposal of Waste and Linen
- Disinfection and Cleaning of Body Fluid Spillages
- Care of your Broken Skin

Please see LTHT Standard Infection Prevention and Control Precautions Guidelines for more information. This can be found on the Trust intranet site.

Source Isolation

Source isolation rooms are identified by yellow signage on the door. If there are patients in source isolation within your placement area do not enter the room.

Personal Illness

Do not come to work if you experience symptoms of viral gastroenteritis (diarrhoea, and or vomiting), influenza or think you may have any other infectious disease e.g. mumps, chicken pox and measles. You will need to inform your manager.

Dignity at Work

All Work Experience visitors have the right to work in a safe environment. This is enshrined in the Equality Act 2010 which cites harassment as something that people are protected against.

Harassment and bullying are defined as conduct which violates a person's dignity and can include the following behaviours:

- Repeated and unwanted verbal, physical and/or sexual advances
- Conduct which causes you to feel threatened, humiliated, patronised or intimidated
- Behaviour which undermines you or your right to work in a safe and secure environment
- Bullying, for example persistent, offensive, abusive, malicious or insulting behaviour/conduct
- Abuse of power or applying unfair sanctions which undermine you
- Any conduct which you perceive causes you distress (this is regardless of the stated intention of the perpetrator)

Equality and Diversity

The **Equality Act 2010** imposes a duty on all public sector organisations to have regard to three specific aims (the Public Sector Equality Duty):

1. To eliminate unlawful discrimination*, harassment and victimisation.

2. To advance equality of opportunity between people who share protected characteristic and those who do not.
3. To foster good relations between people who share a protected characteristic and those who do not.

*[*discrimination includes direct and indirect (deliberate or non-deliberate) discrimination]*

The Trust has a statutory obligation to make sure that all staff, volunteers, work experience visitors, patients, carers and visitors are treated fairly, in ways which meet their specific needs. The Trust must ensure that no individual is treated any less favourably because of a protected characteristic:

- Race
- Sex
- Sexual orientation
- Age
- Religion or belief
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity

If you have any issues relating to equality and diversity please discuss them with your placement supervisor in the first instance.

Safeguarding Adults at Risk and Safeguarding Children (Level 1)

We all have a duty of care to protect vulnerable groups from harm and abuse when they are using our services. Safeguarding is everyone's business and you have a responsibility to report any concerns that you have about the abuse, harm or neglect of adults at risk and children.

Types of Abuse:

Abuse can be broadly defined under the following categories:

Physical - including hitting, slapping, pushing, kicking, and misuse of medication, restraint or inappropriate sanctions, and Fabricated or Induced Illness (FII).

Domestic Violence - domestic violence includes psychological, physical, sexual, financial, emotional abuse; as well as so called 'honour' based violence, forced marriage and female genital mutilation. Domestic Violence is not exclusive to intimate partners and can include wider family members.

Sexual - including rape, sexual assault or sexual acts to which the vulnerable person has not consented, or could not consent to due to compromised mental capacity, or was pressured into consenting.

CSE - Child Sexual Exploitation should also be considered; is a type of sexual abuse in which children are sexually exploited for money, power or status.

Psychological / Emotional - (emotional abuse/mental cruelty) including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Neglect or acts of omission - including ignoring medical or physical care needs, failure to provide access to appropriate health and or social care and or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Financial or material - including theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Discriminatory - including racist, sexist remarks or comments, based on a person's disability, age or illness and other forms of harassment, slurs or similar treatment.

Organisational- including unsatisfactory regimes of care, inflexible routines, lack of choice, lack of dignity and privacy as a result of lax, uninformed or punitive management styles.

Modern Slavery - Modern slavery includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Self-Neglect - Self-neglect covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings.

Female Genital Mutilation (FGM) - a procedure that involves partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. FGM is sometimes referred to as female circumcision, female genital cutting. If you have any concerns that a child is at risk of FGM or that FGM has performed you must contact the safeguarding team. FGM is illegal in the UK.

Prevent - A Government strategy to support people who are vulnerable and at risk of exploitation for the purpose of carrying out terrorist activities. A multiagency approach is required and any concerns or information should be discussed with the safeguarding team.

What you must do if you suspect that an adult at risk or a child is being abused

- Discuss with line manager if appropriate (You do not need consent from your line manager to raise a concern or make a referral)
- Discuss the concern with the Safeguarding Adults Team (66964) or with the Safeguarding Children Team (23937) details below.
- Referral for Children: Mon-Fri Excluding BH 9am-5pm 0113 3760336 out of hours contact EDT on 0113 3760463 you can also email on childrensdt@leeds.gov.uk
- Referral to Adults: Contact the Safeguarding Adults Team (2066964) for discussion and advice out of hours Mon- Thursday 5pm-8am and Fri-Mon 4.30pm-8am on 07712 106 378 or email edt.ss@leeds.gov.uk

- Referrals must be confirmed in writing within 48 hours
- Record all events and actions clearly in the patient's records

DOING NOTHING IS NOT AN OPTION
IF NOT YOU THEN WHO ?

Parking

Parking is available across all our hospital sites, including spaces for disabled blue badge holders.

Car Parking Prices

Hospital	Up to 1hr	Up to 2hr	Up to 3hr	Up to 4hr	Up to 5hr	Up to 6hr	Up to 7hr	Up to 24hr
St James's	£1.40	£2.80	£4.50	£5.60	£8.30	£11.00	£13.70	£16.40
Leeds General Infirmary		£2.80		£5.60		£11.00		£16.40
Chapel Allerton		£2.70		£5.40		£8.50		£12.70
Seacroft		£2.10		£4.20		£8.40		£11.00
Wharfedale	£1.00	£2.00	£3.00	£4.00	£5.00	£6.00	£7.00	£8.00

Disabled parking - Free parking is available at all our hospitals for blue permit holders in designated marked spaces. If designated spaces are full, you can park in any of the visitor car parks. In order to provide free access for ambulances, emergency vehicles and hospital delivery vehicles, we would ask that you do not park on double yellow lines, in ambulance bays or loading/delivery bays.

Leeds General Infirmary

A pay and display car park for patients and visitors is located on Clarendon Way, next to the Accident and Emergency Department. It is clearly signposted from the city centre. As the hospital is in the centre there are a number of public car parks and parking bays.

St. James's Hospital

The main car park for patients and visitors at St James's is the multi-storey, next to the landmark Leeds Cancer Centre building. It is clearly signposted as you enter the hospital site from Beckett Street. It is open from 6am to midnight. Payment is on exit.

Seacroft Hospital

There is a pay and display car park at the entrance to the hospital, as well as an overflow car park at the back of the hospital.

Chapel Allerton Hospital

There is a pay and display car park at the entrance to the hospital.

Wharfedale Hospital

The pay and display car park at Wharfedale Hospital is at the end of the hospital drive.

Public Transport

All our hospitals are on main bus routes. The West Yorkshire [Metro website](#) can be used to plan your journey to and from the hospital. As the LGI is in the centre of Leeds, it is also possible to catch a train into the centre. The hospital is a 10-15 minute walk from Leeds Train Station.

Cycle storage

Some visitors choose to come to our hospitals by bicycle and we now have cycle racks at all our hospital sites. In the interests of security please make sure your cycle is locked when you leave it.