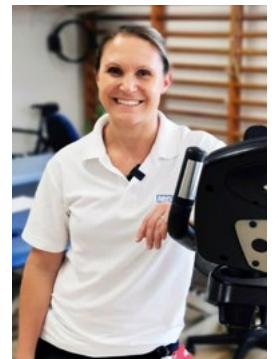
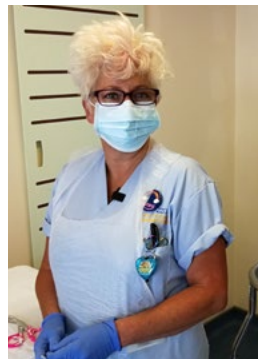
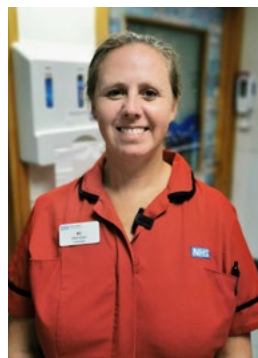


Staff Handbook



We are caring
one team
listening to understand
open and honest
always improving
inclusive



Dear colleague

Welcome to University Hospitals Dorset NHS Foundation Trust (UHD). I am delighted you have chosen to come and work within our organisation.

This handbook is intended to provide some core information about our trust and services and I hope you find it useful. More details about our policies and procedures can also be found on our staff intranet.

Within UHD we pride ourselves on the delivery of safe, high quality care, underpinned by our core values of respect, compassion, teamwork, and continuous improvement. Every single person working within this organisation makes a difference to the quality of care provided. As such, your role and the way in which you carry out your work matters a great deal.

We want UHD to be an outstanding place to work. With this in mind, we want to support you in your career, facilitate your development and create a positive working environment in which you can give your best.

With a number of exciting developments due to take place over the next few years, coupled with an ambitious transformation agenda, there has never been a better time to join our organisation.

I wish you every success in your new role and very much hope you enjoy your time here.

Best wishes



Debbie Fleming
Chief executive



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Board of Directors

Non-Executive Directors



David Moss
Chairman



Caroline Tapster



Philip Green



Pankaj Davé



Cliff Shearman



Stephen Mount



John Lelliot



Christine Hallett

Executive Directors



Debbie Fleming
Chief Executive Officer



Pete Papworth
Chief Finance Officer



Paula Shobbrook
Chief Nursing Officer



Mark Mould
Chief Operating Officer



Alyson O'Donnell
Chief Medical Officer



Peter Gill
Chief Informatics
and IT Officer



Richard Renaut
Chief Strategy and
Transformation Officer



Karen Allman
Chief People Officer

The NHS Constitution

The NHS belongs to us all and the NHS Constitution outlines the roles that staff and patients play in protecting and developing the NHS and will help you understand our rights, pledges, values and responsibilities.

Below is a summary of the rights and pledges for staff:

Rights

- To have a good working environment with opportunities to work flexibly.
- To have fair pay and contract framework.
- To be treated fairly, equally and free from discrimination.
- To have a healthy and safe working environment free from harassment, bullying and violence.

Pledges

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, families and carers.
- To provide all staff with personal development, access to appropriate education and training for their jobs and line management support to enable them to fulfil their potential.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations, and through local partnership working arrangements.
- To provide support and opportunities for staff to maintain their health and wellbeing and safety.
- To have a process for staff to raise an internal grievance.

A full copy of the NHS Constitution can be found at: www.dh.gov.uk



Information about the trust



University Hospitals Dorset NHS Foundation Trust is made up of three hospitals. These are the Royal Bournemouth Hospital, Christchurch Hospital and Poole Hospital. The three hospitals merged on 1 October 2020, creating a new organisation. This will provide huge opportunities and benefits to the way we deliver patient care in the future and will lead to better outcomes, improved quality and more efficient service delivery.

The Royal Bournemouth Hospital will become the major emergency hospital and Poole Hospital will become the major planned hospital, alongside other services provided for east Dorset. Christchurch Hospital incorporates the Day Hospital which provides rehabilitation for our older population, the Macmillan Unit which provides specialist palliative care, rheumatology, and dermatology.

Membership of the Foundation Trust

All new members of staff who join our trust as a permanent member of staff, or on a temporary or fixed term contract which is for at least 12 months, will automatically become members of the Foundation Trust unless they choose to opt out. Opt out forms are available in your contract package, or from the trust secretary's office.

If you decide to become a member, you show your support for our efforts to provide the best possible hospital services for local people. It costs nothing and gives you the right to vote for your staff representative on the Council of Governors and even stand for appointment to the Council of Governors if you wish to do so.

More information is available on the intranet under 'Foundation Trust'.

Employment arrangements

Contract of employment

Prior to your start date, you will receive your contract of employment (statement of the terms and conditions of employment). Please ensure you read and understand your contract. Please return one signed copy to the Human Resources Department with the additional personal information (API) form. Any delay in returning these documents may cause a delay in the payment of your salary. Should you consider that any specific details within your contract are incorrect, or you need clarification of a particular point, please contact the Human Resources Department for advice.

P45 - income tax form

If you have previously been in employment, your last employer should have issued you with a P45. Please bring this to Human Resources when you return your signed contract of employment and API. If you do not have a P45 you will need to inform Human Resources, who will issue you with an HMRC starter checklist (P46).

How you are paid

All staff are paid by credit transfer. Salaried staff are paid on the last working day of each month. Variations may occur due to bank holidays, weekends and Christmas.

Staff working through the Temporary Staffing Bank will receive their pay by credit transfer each Thursday, 10 days in arrears.

Pay slips are delivered to wards/departments unless your department has opted for online payslips. If your department has opted for online payslips, you as an individual may opt out. You would need to discuss this with your manager.

Should you have any queries relating to your pay, please contact your manager in the first instance. Should your manager be unable to resolve this, either you, or your manager, should contact the Payroll Department. The contact telephone number for payroll can be found at the back of this handbook.

Recovery of salary overpayment

If you suspect that you have been overpaid, you should report this to payroll as soon as this is discovered or suspected. Payroll will determine whether an overpayment has occurred, and if so, record the nature of the overpayment in the overpayments register. Payroll will contact you or manager and discuss recovery.

NHS Pension Scheme

On commencement with the trust you will be issued with a 'Guide on the NHS Pension Scheme'. This booklet contains detailed information on further benefits of the scheme, such as benefits payable to spouses/partners and children, including how to nominate the life assurance lump sum, ill health benefits, increasing your benefits, and how to transfer pensions into the scheme (must be within the first 12 months of joining). Please ensure you read this booklet at the time of signing your contract. The NHS Pension Scheme is a defined benefit scheme which means you will receive a level of pension benefits at retirement, based on your pensionable earnings throughout your career with the option to also take a tax free lump sum.

As a member of the NHS Pension Scheme you will also be automatically covered by life assurance, which is usually a tax free lump sum worth twice your annual pensionable pay, payable to anyone you nominate to receive it, (you must complete a nomination form unless you are married and want this benefit paid to your spouse), and dependent pensions for spouses/partners and children under the age of 23 years.

All new members of staff are automatically enrolled into the NHS Pension Scheme on commencement, unless they choose to opt out. If you decide you do not wish to pay into the scheme, it is recommended you access the following website which will provide you with more information, a pension calculator and an opt out form if required, to be returned at the time you complete contract formalities: www.nhsbsa.nhs.uk/Pensions/4208.aspx

Annual leave

In accordance with the Agenda for Change terms and conditions of employment, you are entitled to the following annual leave entitlement:

Length of NHS service	Annual leave plus bank holidays	Total amount of annual leave in hours
On appointment	27 days plus 8 days	262.5
After 5 years' service	29 days plus 8 days	277.5
After 10 years' service	33 days plus 8 days	307.5

Your annual leave entitlement is set out in your contract of employment and is calculated in hours. For the majority of staff the annual leave year runs from 1 April until 31 March. The annual leave date of commencement may differ if you are on a flexible working contract, e.g. term time only, or are a doctor.

Please ensure annual leave is agreed in advance with your manager, as annual leave will be authorised in line with service needs.

Dress code

The Appearance Policy refers to all staff in a clinical and/or non-clinical role, whether a uniform is provided or own clothes are worn. All staff should adhere to the trust policy at all times.

Sickness absence

The Managing Attendance Policy and Procedure sets out the objectives, principles and responsibilities to attend work in accordance with your contract of employment and to adhere to reporting procedures by submitting 'self-certificates' or 'fit notes' (medical certificates) in a timely way.

Our trust is committed to promoting and maintaining the health, safety and welfare of all employees. Our approach towards employees on sick leave is intended to be understanding and supportive, and will take into consideration individual circumstances on the application of our policy and procedures.

Notification procedure

You should familiarise yourself with the arrangements that are in place in your department for reporting sickness. These will include who to contact and the arrangements for keeping in touch.

Certification of sickness

If you are sick for four to seven consecutive days (including weekends, days off/rest days) you are required to complete a 'self-certificate' on your return to work. If you are sick for more than seven days (including weekends, days off/rest days), a medical certificate from your GP or a medical specialist is required and should be forwarded to your manager as soon as possible.

Should you experience illness while on annual leave, you will need to produce a medical certificate from your GP or another medical practitioner to cover the period of sickness. If you do this, you will be regarded as being on sick leave from the date of the certificate and will be entitled to take your annual leave at another time.

Occupational health

Occupational Health is about the effect of work on your health and about making sure you are fit for the work you do.

Our trust has a well-established Occupational Health Department based at both the Royal Bournemouth and Poole Hospital sites, which serves the needs of over 9,000 employees. Our Occupational Health Department also has a number of external clients serving the community of Bournemouth, Poole and surrounding areas and assisting with issues in relation to health and wellbeing of staff in the work place. A number of services are provided within occupational health, which includes advice on:

- pre-employment screening
- keeping well, both mentally and physically
- rehabilitation programmes on returning to work following absence
- ill health retirement
- managing sickness absence
- sharps/contamination
- flu vaccination



Staff health and wellbeing



We are keen to promote good mental and physical wellbeing for all at our trust and have developed a wellbeing webpage with lots of useful information advice, support and self-help ideas.

We're proud of our staff and recognise that people who care for others, also need to be looked after themselves. We have put a number of resources in place which you can access, either free of charge, or for a reduced cost, to help you keep healthy and save money.

Information about all of the benefits and services can be found on the UHD health and wellbeing intranet site.

Information about trying to improve your general health can be found [here](#).

The Employee Assistance Programme (EAP)

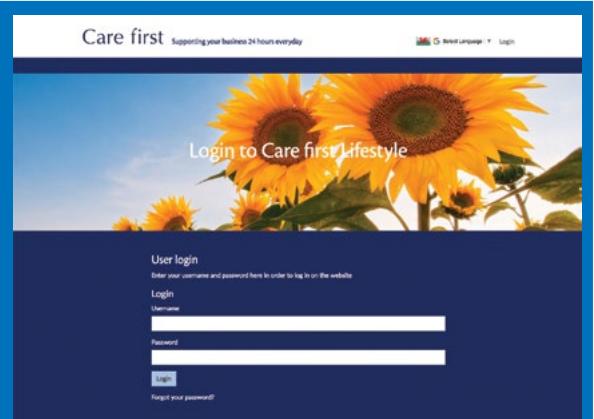
The Employee Assistance Programme (EAP) is a free service provided by Care First, on behalf of our trust and offers easily accessible, confidential, impartial advice and support 24 hours a day, 365 days a year. There is no need to be referred, access is initially by telephone on **0800 174 319** and may include advice about family and personal problems, debt management, workplace issues; also counselling, either face-to-face or by telephone. There is more information available at: <https://intranet.rbch.nhs.uk/index.php/health-and-wellbeing/care-first>

What type of support can the EAP provide for me?

- Relationships and family
- Money
- Retirement
- Work and career
- Bullying and harassment
- Health and wellbeing
- Management support

The service is available 24 hours a day and is confidential, independent and free of charge. Call **0800 174319** to talk with one of the helpline advisors or log onto: **www.carefirst-lifestyle.co.uk**

RBCH staff:	Poole staff:
Username: RBCH	Username: Poole
password: wellbeing	Password: wellbeing



Please note that calling the above number from your mobile phone will charge you at your standard rate. For a free phone service, please dial the 0800 number.

Physiotherapy

Occupational health has a musculoskeletal physiotherapy service run specifically for staff members providing specialist assessment and treatment. You can self-refer through the Occupational Health Department for this service. More information regarding this service can be found on the intranet.

Developing our staff

Our strategy sits at the heart of all personal and professional development pathways available to you. The various training opportunities on offer are designed to recognise your potential and aim to deliver self and compassionate care for our patients, while creating meaningful and engaging learning experiences for you.

Our Vision

“Leading the way in Education and Training, empowering you through blended learning opportunities to positively impact patient experience.”

Our Blended Education and Training (BEAT) Department facilitates learning within the trust for all staff with regards to both their mandatory, clinical and non-clinical training requirements. We offer various courses delivered in the Education Centre; in our state of the art Simulation Suite; in the clinical and non-clinical ward areas and on the virtual learning platform that is accessible from home.



We support all types of learners including apprentices, healthcare support workers, medical students, undergraduate healthcare professionals and postgraduate registered professionals as well as all of our support staff including HR, housekeeping, catering and many more.

We provide pastoral and academic mentoring for NVQs, distance learning, apprenticeships, care certificates, overseas nursing programme and the Return to Practice programme. Face-to-face courses are bookable via the Electronic Staff Record (ESR). If a training need is identified bespoke training sessions can be arranged, as required.

More details on the intranet -

<https://intranet.rbch.nhs.uk/index.php/training-department>

Essential core skills

Mandatory training is covered through mix of eLearning and face-to-face courses.

eLearning - Virtual Learning Environment

- Easy access using your employee number, details given on trust induction.
- Access at work or off site using bespoke URL: www.vle.rbch.nhs.uk.
- Ability to click on these subjects to go straight to the eLearning module, or to instructions to book on to a face to face session.
- The Training Prospectus is also available on the BEAT VLE - look on the right side of your bespoke page.
- Managers able to view your team's compliance.

Essential Core Skills - Please note the 'brain' changes from red to green when you are compliant on all your training.

Please note the 'heart' is for role specific courses that may be mandatory for your role.



Apprenticeships and bands 2-4

We have a wide range of vocational qualifications at most levels, available in both clinical and non-clinical subject areas, some of which can be funded through an apprenticeship. We also try to support a range of clinical and non-clinical short courses. There are also opportunities to receive salary support where appropriate. Look on our intranet pages for more information.

Post graduate

The team prides itself on its longstanding reputation for excellent medical and clinical training programmes, thanks to our superb community of consultant and specialist registrar educators based in our trust, GP and dental surgeries. All training programmes are in-line with national objectives; HEE, HEW, Royal Colleges.

Clinical skills

The clinical skills and education team support staff in maintaining their clinical competencies. This is done through clinical skills training such as venepuncture and cannulation, simulation training and one to one support in clinical practice. We also run the overseas staff induction and the Return to Acute Nursing course.

Learning environments and professional development

The team look after non-medical student workforce and oversee placements and mentorship. Staff are able to discuss continuous professional and personal development and arrange further education and learning through this team. The professional development team review the training needs analysis annually for the non-medical workforce and commission places with educational providers.

A Preceptorship programme is available for all newly qualified staff and provides a programme of additional learning and support.

IT training

Our IT training team within Informatics is responsible for providing effective, quality training on a variety of the hospital computer systems such as e-CAMIS which supports our hospitals in the delivery of safer patient care.

IT training courses are scheduled and delivered as group sessions from Monday-Friday, 8am-4.30pm. Bespoke training is available on request.

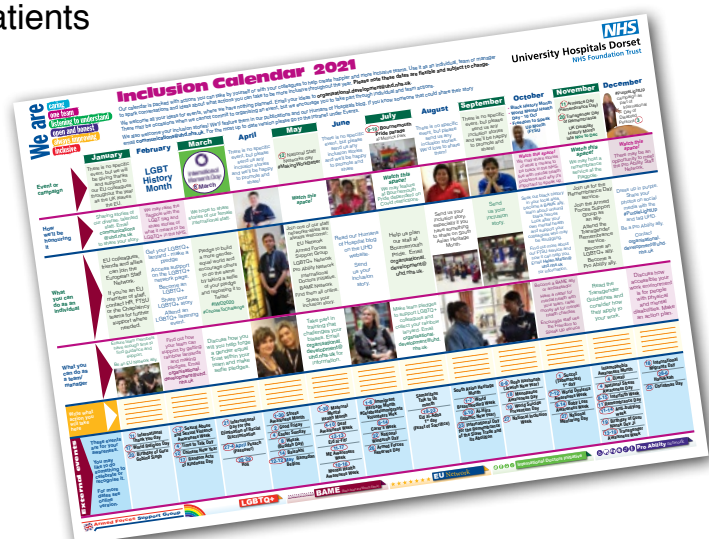
For more information on the courses we provide along with dates and times and our contact details please visit the [website](#) or under IT training from the intranet home page.

We are continually evaluating our courses to fulfil the requirements of the trust so if our provision does not meet your needs, then please let us know.

Equality, diversity and inclusion

University Hospitals Dorset NHS Foundation Trust respects and values the diversity of its patients, visitors and staff. Our commitment to equality, diversity and inclusion is a vital part of ensuring respect and support for our staff. Being inclusive in all we do and valuing the benefits which diversity and difference can bring, helps us to ensure we provide the best care for our patients and respect for our colleagues.

We expect all policies and procedures to be applied fairly, respectfully and in a non-judgemental manner, in an inclusive manner and taking account of the personal characteristics of the employee, which are defined and protected by the Equality Act 2010.



Equality Act 2010

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations.

The Equality Act provides a framework for legal protections for equality and for the progression of good practice in equality, diversity and inclusion. This outlines a set of nine protected characteristics which are: gender, race, disability, religion or belief, sexual orientation, age, gender reassignment, pregnancy and maternity and also civil partnership or marital status.

We are committed to respecting these and taking them into account when delivering services and working together as staff, making sure people do not experience inequality through discrimination or disadvantage.

We want to create an environment and culture that celebrates equality, diversity and inclusion and in line with our values, nurtures and harnesses differences for the benefit of patients and staff; where all our staff and/or representatives are treated fairly and where we are able to raise concerns without fear of discrimination or harassment.

The idea of fairness for all is at the heart of the NHS Constitution. University Hospitals Dorset NHS Foundation Trust is committed to the elimination of discrimination in work and services, reducing health inequalities, promoting equality of opportunity and dignity and respect for all our patients, service users, their families and carers. The trust promotes equality of opportunity and dignity and respect for all our staff.

Equality is about fair treatment by making sure everyone is treated fairly and given the same life opportunities. It is not about treating everyone in the same way as to achieve the same outcomes. We need to take into account that different people have different needs: recognising that needs may need to be met in different ways.

Diversity refers to characteristics relevant to our identity and which are important for individual authenticity, including gender and gender identity, ethnicity and race, religion and belief, nationality, sexual orientation, disability, age. People differ in all sorts of ways which may not always be obvious or visible, including social class and learning style. Everyone is an individual with their own background, experiences, styles, perceptions, values and beliefs and by understanding, valuing and respecting these differences we aim to support a sense of belonging, feeling respected and valued for who we are.

Inclusion refers to an environment which values diversity and enables people to be their authentic self in the workplace. It is about positively striving to meet the needs of different people and taking deliberate action to create environments where everyone feels respected and able to achieve their full potential.

Inclusive organisations not only benefit individuals but enable them to flourish and we welcome staff involvement in our equality work.

Communications

Communications within the organisation is led by the Communications Department but is the responsibility of everyone within the organisation. The communications team deals with all aspects of internal and external communication, including media relations, social media, managing the trust's website and planning events and campaigns.

Internal communication

There are over 9,000 members of staff working for the trust. There are a number of ways we keep staff up to date with what is going on within the trust while also giving them the opportunity to give feedback to our directors.

- **Staff Bulletin** - weekly email to all staff with key messages and events for the coming week
- **The Brief** - The Brief is a monthly bulletin that is emailed to staff from the chief executive - Debbie Fleming. There is a monthly briefing which accompanies the publication and to which all staff are welcome.

Media relations

As the first point of contact for the media, the Communications Department manages the relations between the trust and the press.

All media enquiries during core office hours 8am to 4.30pm, including condition checks, should be made to:

Royal Bournemouth Hospital - Communications Department on 0300 019 6172

Poole Hospital - Communications Department on 0300 019 2408

During out of hours (evening, weekends and bank holidays) all media calls are directed to the duty manager via the switchboard. Should any member of staff receive a call from the media they must refer them to communications in the relevant hospital. The Communications Department will issue statements, organise interviews when required and arrange briefings for journalists.

Under no circumstances may filming or photography be carried out on or around Trust sites without the prior permission from communications. Please contact the Communications Department if you receive a filming or photography request or you have concerns about someone onsite you see filming.

The trust has both a Media Relations Policy, Social Media Policy for staff and Filming and Photography Policy which can be found via the intranet or by contacting the Communications Department at RBH on ext. **6172** or Poole Hospital on ext. **2408**.

Our Communications Department also works with hospital staff to publicise good news stories about achievements and successes within the trust and issues regular press releases to the local media.



Electronic communications

The communications team is responsible for the trust's website www.uhd.nhs.uk

The team is also responsible for the staff intranet and the trust's social media accounts. All aim to provide information to our users which is timely, relevant, accurate and easy to find. To add content to the site please contact the Communications Department at RBH on ext. **6172** or Poole Hospital on ext. **2408**.

Introducing your UHD workplace App!

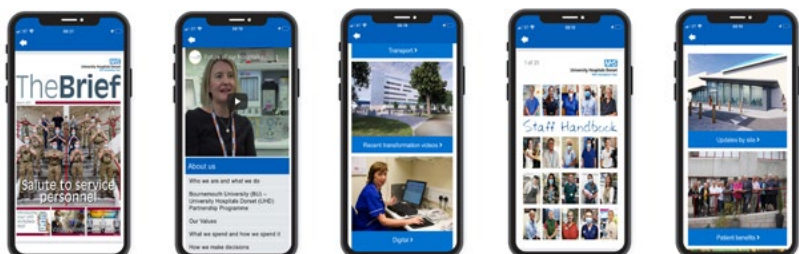
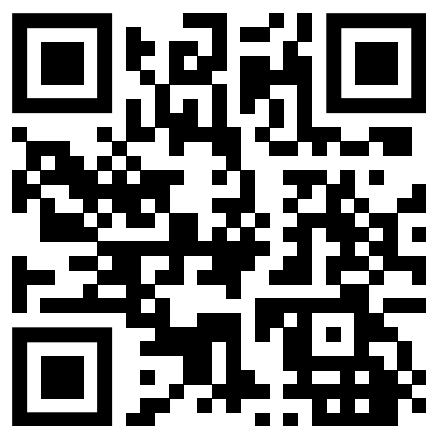
We have launched an app portal for UHD to bring together useful information and resources at your fingertips, wherever you are, from your mobile phone.

The @UHD app is available to download free to your smartphone and includes quick links to our latest news, ESR, e-Roster, wellbeing support, our networks and much more. It also gives you access to your work emails.

We'll also be able to keep in touch using urgent notifications on any important news or urgent messages that might affect your day to day work.

You can feedback direct from the app once you've downloaded it or please do email communications@uhd.nhs.uk.

To download the app, please go to www.uhd.nhs.uk/news/workplace-app on your phone, or scan the QR code (below) with your QR reader or camera. Then click on the link to download.



Fire safety

The trust requires all staff to know how to respond to an outbreak of fire and be aware of the need for fire safety.

If you discover a fire:

- get out and close the door behind you
- raise the alarm! Break the glass on a fire alarm point Ring the switchboard on **2222** inform them of the exact location of the fire
- move people to safety
- tackle the fire if it is safe to do so
- go to the fire assembly point

If you hear the fire alarm:

- if sound is CONTINUOUS the fire is in your area
- if sound is INTERMITTENT the fire is nearby

Do exactly as you are told by the person in charge

Fire alarm testing:

RBCH

The fire alarm is tested weekly at 8.30 am. The tests may take up to 1.5 hours.

If you discover a fire during this period raise the alarm as normal by breaking the glass of the nearest fire alarm point and dialling **2222**.

Poole Hospital

The fire alarm at Poole Hospital is tested at different times depending on your department. The details of when the fire alarm testing will occur in your department will be included in your local induction.

For full and detailed information regarding the above, how to prevent fire; how to help keep people safe and to evacuate quickly and safely; fire signs and extinguishers please refer to the fire safety booklet received on commencement. You will also receive corporate and local induction programmes and fire training annually.



IT information

At the trust we have a wide range of IT support available to you. The department includes IT service desk, applications support, IT training, data quality, desktop support, projects, e-forms development, applications development and intranet / internet development. For all IT queries please contact the IT service desk on ext. **4222** (RBCH) or ext. **2347** (Poole). They can support you and point your query in the right direction.

Email

Please note that your email has only a small amount of memory, so you will need to set up personal files (PST) to allow you to save emails over time. Your manager can organise your email address before your commencement at the trust.

Employee Staff Record (ESR)

This is the HR IT system. To be set up on this system to access your personnel records, your staff records or your training contact:

- Lisa Cain and team on ext. **5605**.

eCAMIS and PMS

These are our main hospital systems used to manage the patient journey through the hospital. Support is provided on all elements such as inpatients, outpatients, theatres, viewing patient results, digital dictation and typing letters.

There are many other clinical systems supported such as: Evolve eDM, PACS, Symphony, Tomcat and EPR.

Access to these systems is granted following a training session. The course timetable is available on the intranet: <https://intranet.rbch.nhs.uk/index.php/it-training-department>

We also offer training (taught or eLearning) on Microsoft Office applications such as Outlook, Word, Excel and PowerPoint. Check the timetables for taught courses or contact IT Training on ext. **4285** (RBCH) or ext. **3112, 2525, 3272** (Poole) to request access to the eLearning.

IT Health and Safety

You should make yourself aware of health and safety issues surrounding the use of computer equipment to minimise the risk of back pain, eye strain and repetitive strain injury (RSI).

Confidentiality and data protection

All employees of the trust have a legal duty to keep information about patients/clients/ staff confidential and there are strict rules governing the way information can be shared and used. Unauthorised disclosure or use of information, either on paper, electronically or verbally constitutes a breach of data protection law and a serious breach of discipline, which could lead to dismissal and criminal charges being brought against individuals.

All staff must be aware of and comply with all relevant trust policies.

Access to personal information

You may have seen or read in the media cases where NHS staff have faced criminal charges after accessing personal information at work, which was not required as part of their normal work duties. This is a breach of data protection law, the common law duty of confidence and of your professional registration (where applicable).

Staff must only access personal information where they have a legitimate reason to do so as part of their job. This also includes accessing personal information about yourself, your family and friends.

- You should never leave a PC without logging out of a password-accessed application.
- You should never allow anyone else to know your password/use your login, even a member of the trust's IT staff.
- You should never look at your own medical record.
- You should never ask a colleague to look up your medical records for you, or the records of anyone personally known to you, as they could also be subject to disciplinary action for doing so if it is not part of their work.
- You should never look up medical records for a friend, colleague or relative unless you know it is within your work remit, but even then it is best to ask your manager's advice in writing.
- You should always avoid accessing any medical records of someone who is personally known to you, even if they are attending the department you work in.

If you wish to look at your own medical record, you must apply in writing to the Medico-Legal team within the Health Records Department. If you wish to view your personnel records, you must apply in writing to the Human Resources Department.

Health and welfare

Health and safety

As an employee of the Trust you are required under the Health and Safety at Work Act to take reasonable care of your own and other people's health and safety, report any defects at work or inadequate precautions which may be putting anyone's health and safety at serious risk, follow the training you have received when using any work items your manager has given you and fully co-operate with your managers/supervisors and colleagues. We are all responsible for ensuring health and safety standards are adhered to at all times.

Your manager or departmental health and safety representative will inform you about any risks associated with your work and the appropriate risk control measures put in place to protect you from harm at work during local induction and ongoing training.

You can get advice on general health and safety from the trust's Health and Safety Advisor or if you are worried about health and safety in your work area, talk to your manager, supervisor or Health and Safety representative.

Information on Health and Safety Policies and detailed guidance can be found on the intranet under 'Risk Management'.

You can also look at the Health and Safety Executives (HSE's) website for general information at work www.hse.gov.uk

Moving and handling

It is essential that risks from any potential hazardous tasks are assessed. All employees should follow the safe systems of work that have been put in place by the trust to minimise the risk of injury to themselves and patients.

About 30% of workplace injuries are associated with manual handling tasks. These injuries may result from poor posture; how we manoeuvre objects, staying in one position for long periods and not learning how to relax. This could result in loss of flexibility and poor physical condition.

You will receive manual handling training when you join us; if new equipment is being introduced into your work area and then on a mandatory annual basis. The trust's local manual handling link trainers will assist with local moving and handling issues. For further complex scenarios the manual handling risk advisor should be contacted.

Civility, respect and dignity at work

We believe all employees have a right to be treated with civility, dignity and respect in the workplace and that bullying and harassment is insulting, demeaning and can be harmful.

It is in everyone's interests for the environment in which we work to be harmonious and respectful. We are committed to creating a working environment and culture free from any form of incivility, bullying or harassment. We aim to ensure that if inappropriate behaviour does occur in the workplace it is dealt with seriously, in a balanced, sensitive and confidential manner. This will enable all employees to contribute more effectively, achieve higher levels

of job satisfaction, and perform to the best of their ability to fully contribute to the trust's success.

Please refer to the Civility, Respect and Dignity at Work Policy on the intranet for further details. If you cannot access the intranet please speak to your supervisor / manager or speak to HR directly.

It is important for everyone to be familiar with the trust values below and to demonstrate these in their day-to day working life.

Our values define who we are as #TeamUHD

They underpin everything we do now and in the future. They define how we treat our patients and visitors, but also how we treat each other - our valued team mates and colleagues.

Our values will be embedded into every part of our organisation such as recruitment, appraisal and development.

They will help us create a welcoming, inclusive and innovative work environment for all at UHD so that we can deliver the best outcomes for people who need our care on the South Coast.

We are caring

- **We are approachable and friendly to everyone**, so everyone - staff and patients - feel comfortable in our hospitals
- **We are kind and caring to everyone we meet**, so everyone feels welcomed and cared for
- **We are compassionate and understand individual needs**, so we can provide the care that is right for all

We are one team

- **We work collaboratively with other teams**, partners, families and wider community, to ensure our patients receive the best care from the right people at the right time
- **We offer help and support to our colleagues**, particularly when things are difficult, to ensure people feel supported and patient care is safe and timely
- **We offer positive encouragement and celebrate and share our successes**, and will share these with patients and partners to assure them

We are listening to understand

- **We communicate clearly and effectively so that we are understood, being mindful of our impact on others**, to ensure everyone is fully informed
- **We actively listen to fully understand different points of view**, to be able to give patients the best possible care
- **We are respectful and take the time to listen**, and take time to fully understand everyone - staff and patients

We are **open and honest**

- We are honest with each other and offer constructive feedback
- We learn from our experiences and mistakes and share our learning with colleagues and partners, and with our patients
- We create an environment where it is safe to speak out, and want everyone - patients and staff - to feel safe to speak out too

We are **always improving**

- We positively contribute and make suggestions to improve our service(s), so we can improve everyone's experience of our hospitals, whether they are patients or members of staff
- We are open to trying new ways of doing things and to keep learning from others, to enable everyone to have access to excellent care
- We are curious and open-minded about developing ourselves, so that we are always aiming to be the best we can be

We are **inclusive**

- We value the diversity and difference that everyone brings by treating people with respect and dignity, as everyone who visits or works in our hospitals should be treated
- We treat people fairly without favouritism or discrimination, to make sure your experiences of our hospitals as staff, and the experiences of our patients, is fair and equitable
- We promote a sense of belonging and inclusivity, where we all have a voice and are able to contribute to the future of our organisation; whether staff, patient or our wider community.

We are
caring
one team
listening to understand
open and honest
always improving
inclusive

We are
#TeamUHD

Patients

For patients it is vital we respect their rights to dignity and privacy where ever possible while in the hospital environment. Our policy can be found at: <https://intranet.rbch.nhs.uk/policies/nursing/Privacy-and-Dignity-Policy.pdf>

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) is a point of contact for patients / relatives / visitors who have any queries or concerns about services provided by the trust. PALS staff work hard to resolve concerns before they become complaints, but they will only succeed with YOUR help.

PALS staff will:

- listen to patient / relatives concerns and liaise with wards and departments to seek early resolution where things have gone wrong with any of the services provided by the trust
- provide advice and information on services provided by the trust
- receive compliments / thank you notes from patients and ensure they are communicated to relevant departments
- act as a gateway for patients / relatives / carers who wish to make a formal complaint where issues were unable to be resolved informally
- work alongside you in partnership and not against you
- identify trends and identify learning where things have gone wrong
- provide access to the British Sign Language interpreting service
- signpost to other NHS services, advocacy and social care services

PALS are primarily there to assist patients / relatives / visitors, but they are very happy to speak to staff if they have a query from a patient they cannot answer, or visit patients on the wards if needed.

They are a friendly team and always willing to offer advice and support, so please pop down to see them or telephone if you feel they can help you with a situation you are finding difficult relating to patients.

PALS do not handle staff concerns about employment issues. Please speak to HR.



Freedom to Speak Up

What is it? Speaking up is essential in any sector where safety is an issue. Speaking up about any concern you have at work is vital if we want to continue to improve the services we deliver to both our patients and the working environment for our staff. Speaking up should be something that everyone does and is encouraged to do.



How do I raise concerns? The first time you have a concern you should try to raise it with your line manager, but if you are not able to, for some reason, or if you feel you are not being listened to, then you can contact the Freedom to Speak Up (FTSU) team.

Who are the FTSU team?

FTSU team act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation, including the chief executive, or if necessary, outside the organisation.



How do I contact the FTSU team? The FTSU team can be accessed by:

- email on freedomtospeakup@uhd.nhs.uk or
- calling **0300 019 4220** by and leaving a message on the answerphone.

Both emails and answerphone are accessed only by the FTSU team so feel free to leave a message and we will get back to you.

Is there further information and training?

If you would like more information refer to the FTSU intranet site:

<https://intranet.rbch.nhs.uk/index.php/freedom-to-speak-up>

We also have some new electronic training available.

Freedom to speak up: Speak Up is training aimed at all workers including volunteers, students and those in training. Its aim is to help everyone working in health to understand what speaking up is, how to speak up and what to expect when they do speak up. It involves watching short animated videos, optional reflections and a small quiz at the end. It takes about 30 minutes to complete.

Freedom to speak up: Speak Up can be accessed via the BEAT VLE. Go to 'Find eLearning' on the VLE homepage and search for 'Speak Up'. Once you've registered it will appear on your Heart (role) page.

To access the VLE go to managed bookmarks in Google Chrome and select 'Workforce Systems'. To access it off-site, go to www.uhd.nhs.uk/vle (use Google Chrome or Safari).

Chaplaincy

Royal Bournemouth and Christchurch hospitals

The chaplaincy team offers guidance, support and information for all religious groups and beliefs and is available to patients, relatives and staff. There is a chapel in each of our hospitals. These are open at all times for private reflection and prayer. Quiet rooms are available for private devotions of other non-Christian denominations. A Wudu is also available at the Royal Bournemouth Hospital for ritual cleansing.

Services of public worship are held in the Chapel of St Luke, RBH, and Christchurch Hospital Chapel. All patients, visitors and members of staff are welcome to all of these services.

Should you wish to contact the chaplain or a religious leader for further information or service times, please dial the Chaplain's Office on ext. **4221** or out of hours via the hospital switchboard.



Poole Hospital

The chaplaincy team offers a 24-hour emergency support service for patients, relatives and staff as well as providing a chapel on the first floor of the main hospital and a quiet/prayer room adjacent to the dining room. There is also a separate area within the chapel for Muslims.

The team consists of two full-time chaplains, several part-time chaplains and a team of lay visitors. The team is drawn mainly from the Christian tradition although we have a Jewish visitor and links with representatives from the other main faith communities. However, the chaplains are happy to talk with anyone, regardless of their faith background or lack of it.

The chapel is located on the first floor of the main hospital building. It was dedicated on 8 May 1969, and has provided a quiet and supportive environment for visitors and patients for the last 40 years. The chapel is always open to patients, visitors and staff.

The chaplains can be contacted via ext. **2167**.

Trade unions/staff side

The trust recognises and works in partnership with 14 different trade unions and professional associations who are all entitled to have elected representatives within the trust. We have a formal partnership working arrangement with these trade unions and professional associations. Some examples of trust and trade union partnership working include:

- Agenda for Change (AfC) local arrangements
- matters affecting local terms and conditions
- employment policies and procedures
- service development and changes

Trade union representatives

The main functions and responsibilities of elected trade union representatives are:

- representing members in matters like grievance, disciplinary, sickness reviews, health and safety, equality and diversity
- seeking the views of members on issues relating to pay and conditions, operational and service change matters
- seeking views from staff on how to improve their working lives
- representing these views to the trust through the Partnership Forum.

Trade union membership

Trade union membership

Royal Bournemouth Hospital ext. **4230**

Poole Hospital ext. **2358**

Staff benefits

The Staff Benefits Programme allows you to sign up to receive benefits such as, salary sacrifice car scheme, accommodation, car parking permits and professional subscriptions in return for a proportion of your salary. The saving to you on choosing to salary sacrifice the above schemes is reduced National Insurance and pension deductions.

The programme is known as a salary sacrifice scheme and is regulated by Her Majesty's Revenue and Customs (HMRC). It requires a change in your employment contract, which you agree to as part of the terms and conditions when you sign up to a benefit scheme.

There are a range of benefit schemes that employees can sign up to. The bike to work scheme has been running for a while and employees can still benefit from tax, NI and pension savings.

For the childcare voucher scheme employees can also benefit from tax, NI and pension savings. Please note that since HMRC changes this scheme is now only available to staff who are currently in the scheme, or who have had vouchers in the previous 12 month period. The child care voucher scheme is not open to new members of staff or those that have never been in the scheme previously.

Other schemes have been added and the full programme of benefit schemes is as follows:

- car parking: permit holders only
- childcare
- professional subscriptions
- Bike 2 Work
- car scheme
- accommodation - on site (RBCH staff only)

Should you be interested in a particular scheme you should first read the guidance to ensure you fully understand how it is run. There is a small group of staff who may not benefit from joining a scheme. This could include staff close to retirement, as it would affect your final salary and therefore your pension, and lower paid staff who, after signing up to a benefit, would earn below the minimum national wage.

If you have any queries about the schemes please see the below contact details:

Poole staff

staff.benefits@poole.nhs.uk Karen Martin - 0300 019 2992

Bournemouth staff

staff.benefits@rbch.nhs.uk Eva French - 0300 019 4480

Car parking and travel information

Information available on the intranet

A copy of the Car Park Policy can be found on the RBCH intranet under 'Travelteam - Ask Travelteam' and on the Poole intranet under 'Travel'. There are also useful links to Yellow Buses and More Bus.

Cycle Incentives

RBCH

A cycle shed/cage key can be purchased for £5 via the car park office (Staff ID badge must be shown when purchasing).

Showers are available to use in the changing rooms near the Shelley

Restaurant and near the Eye Unit. Lockers (key deposit required) are used within these changing rooms for which there is a waiting list held.

You can email travelteam@rbch.nhs.uk to request an application form.

Poole Hospital

There are free shower facilities for all staff to use in the following locations:

- Philip Arnold Unit Level 1 (K Block) Rooms: K1-30 (male) and K1-33 (female)
- F Block Level LG

Please visit the FM/Porters Helpdesk in F Block Level LG with your staff ID badge for access codes.



Bus incentives

Thirty and 90-day Yellow Bus tickets are usually available to purchase via the Car Park Office at a discounted rate of 10% (staff ID badge must be shown when purchasing). More Bus currently offer staff 10% discount on the app. Email travelteam@rbch.nhs.uk for the code - you have to have a personal work email address. (It is 10% off Zone A, AB and ABC period passes (so seven, 30 and 90 day tickets)

Car sharing

www.gettingabout.co.uk is the council travel website.

Poole Hospital

A car share scheme is available for Poole Hospital staff through [Car Share Dorset](#). Further information is available on the intranet.

If every car commuter used an alternative to the car or could share on just one day a week, car usage levels for commuting would be reduced by as much as 20% with the potential to considerably reduce congestion on the roads and car parks.

NHS discounts

NHS Discounts is an independent discount retailer resource for NHS employees and their families.

The benefits package they have developed brings all NHS employees free access to a number of trusted retailers and suppliers who are discounting their products and services in recognition of the job that all NHS employees do.

Full details can be found on the NHS Discounts website:

www.nhsdiscountoffers.co.uk

Other staff discounts available internally at RBCH include:

- discounted dry cleaning service
- Travel wise - various discounts on cycle accessories plus information on cycle maps, bus timetables and staff parking.
- Boots Pharmacy - 10% discount on purchases

External benefits include corporate membership at selected gyms/leisure centres/fitness organisations.

NHS staff offers available at Poole can be found [here](#).



Beach huts

Trust beach huts are available for all hospital staff to book, free of charge.

They can be booked by contacting the Facilities Office on ext. **4498**.



Subsistence and travelling expenses on official journeys

The following is a brief guide for reimbursement to employees of expenses incurred while on trust business. We have an online expenses system which is to be used for claiming any business expenses incurred. Please note you will need to provide paper receipts relevant to your expenses claims which should be submitted to your authorising manager, unless you are able to scan the receipts and attach them to your claim.

To access the system for the first time please go to: **www.sel-expenses.com**.

If you have any questions or require further support please call: **01522 88 36 50**
or email: **support@software-europe.co.uk**.

NB: In line with self assessment (PAYE) requirements, please keep a personal record of all travel claim details.

Travelling - own vehicle - standard users

Business mileage will be reimbursed as per the official mileage chart (most direct route) for mileage allowances from **Agenda for Change Handbook**.

Reasonable parking and ferry tolls will be reimbursed but tickets / receipts must be produced wherever possible. Mileage to courses and seminars, and for the other ad hoc users and excess mileage will be reimbursed at the public transport rate.

Hire car scheme

For journeys of over 100 miles (round trip) a hire car should be used. The car, e.g. Vauxhall Corsa / Astra, must be acquired via the Powergate ordering system. The employee is responsible for replenishing the petrol and obtaining a receipt, for which they will be reimbursed. However, employees may still use their own car, but will only be reimbursed the lesser of, the equivalent hire costs (rental plus petrol), and the mileage rates as per terms and conditions.

Security

Crime affects hospitals perhaps more than any other place as, by the very nature of our business, unidentified people are able to mingle among us in many areas and only by adopting a responsible attitude for the security of our personal property, as well as that of the trust and patients, can we hope to reduce the effect upon us all.

Various security measures including CCTV, keypad, manual key and swipe card locks are used in certain areas to aid security. However, petty theft of hospital and personal property does occur, but with your help and dedication these incidents can be reduced.

Please ensure:

- personal property is not left lying around
- trust property is locked away when not in use
- you challenge strangers
- you report suspicious behaviour
- you have your ID badge with you at all times (there is a charge for lost badges)
- you do not lend your ID badge to another person OR allow anyone else to use it for swipe access to secure areas

In the unfortunate event you are a victim of crime, please report this using the trust Datix incident reporting system so that an investigation can take place and so that any pattern or trend can be identified.

Obviously the trust cannot accept responsibility for your personal property (you may wish to insure yourself against theft at work). We do however provide facilities for storage of personal property where possible. We would advise you to bring as little cash and valuables to work as possible.

Patient property is also at risk of being lost or stolen so the Patient's Property Policy must be followed. Any patients who indicate their intention to keep their property with them must be informed of the risks and they must be asked to complete a disclaimer form which is placed in the patients' notes.

It is our policy to dismiss any member of staff for theft.

Catering

Shelley Restaurant

The Shelley Restaurant is located in the east wing on the ground floor of RBH. This relaxed environment offers a comprehensive service throughout the day comprising of: hot and cold drinks to either drink in or take away, a fully cooked breakfast, a self-service fresh fruit bar, a two course cooked lunch and deli bar including freshly made nutritious soups, a self-service salad bar and various grab and go items, and a fully cooked two course evening meal.



Our catering services are proud to serve Soil Association approved silver medal ingredients, which means we take note of the sustainability of the raw products, only use Red Tractor/farm assured meats, only MSC approved fish and use organic/free range products where possible.

The Oasis Coffee Lounge also offers a high street retail environment to enjoy a light snacks including, cakes/sandwich/panini/soup plus a variety of fantastic coffees and cold drinks. The Oasis is a tranquil setting allowing staff to enjoy a break away from the hustle and bustle.



Christchurch Hospital has the Fairmile Café which provides a smaller but efficient service and our aim is to make sure that the right food reaches the right place, at the right time, at the right quality, at the right quantity and at the right temperature.

We also have a small tea bar located in the main outpatients area offering many of the grab and go offerings mentioned above and hot and cold drinks to eat in or take away.

Dolphin Restaurant

The Dolphin Restaurant at Poole provides a range of food and beverages and is in the throes of a charitable funded upgrade to both the décor and the menu on offer, for everyone to enjoy.

This relaxed environment offers a comprehensive service throughout the day comprising of hot and cold drinks to either drink in or take away, a fully cooked breakfast, a self-service fresh fruit bar, a two course cooked lunch and deli bar including freshly made nutritious soups, a self-service salad bar and various grab and go items. A fully cooked two course evening meal is also available.

We have a small tea bar located in the main entrance area called Purbeck Rise, where you can purchase many of the grab and go offerings mentioned above, also hot and cold drinks to take away.

If you're looking for a fully cooked breakfast, hot main meals, desserts, filled jacket potatoes, sandwiches, baguettes, fresh made soups, filled paninis and wraps then look no further than the catering facilities at RBH, Christchurch and Poole. We also provide a selection of freshly made salads offering excellent value for money and a selection of cakes and beverages available daily.

A vending service is also available.

For full details of what is on offer and at what time, please contact catering for a schedule or visit their intranet pages.

A catering loyalty scheme is offered which allows staff to earn points for purchases made at any of the catering department's outlets. Points earned can be used for future purchases and by selecting a healthier option you will earn more points. The Catering Department can be contacted for more information and to register to collect a loyalty card.

Library service

Welcome to your trust library, which supports your work and study with the trust. Find out more on the library website [East Dorset NHS Library](#) or on the trust intranet - under '[L](#)' in [Directorates/Departments](#)'.



Joining the library

Please complete a [registration form](#) online or in the library. We will need to see your trust ID.

Finding the library

Library, Education Centre, ground floor, RBH - The library is staffed Mon-Fri 8.30am-5pm and can be accessed with an ID card 24/7.

Learning Resources Centre, Poole Hospital - The library is staffed Mon-Fri 8.30am-5pm and can be accessed with a Poole staff ID or out of hours card 24/7.

Library stock

Search the catalogue at: www.swims.nhs.uk - select the library 'Bournemouth / Royal Bournemouth hosp / D02'. We can request books from other libraries on your behalf.

OpenAthens: BMJ Learning, ClinicalKey, online journals and books

You can register on the library website for an **OpenAthens** account allowing access to all the resources from any internet connection. Look out for training sessions or ask for more information in the library.

Knowledge Share

Highly personalised and targeted updates emailed fortnightly. It is an automated service which delivers the latest reports, policies and guidance, created from a profile set up for you based on your role, setting, clinical interests, and any other professional interests you may have.

Looking for information?

We are experts in retrieving materials from reliable resources and would like to share this with you. Please ask for help and advice.

Full text articles

If you need to see the whole article, copy and paste the reference and email: library@rbch.nhs.uk, library@poole.nhs.uk or click the [contact us](#) link on the website.

Printing, photocopying and scanning

This costs 5p per sheet. All library computers are linked to the self-service photocopier / printer. PCs are available on a first come first served basis using a standard library login.

The library offers a quiet place to work

Having a quiet place to work is great for research and study purposes (24 hours a day). To help us maintain this environment please use mobile phones outside the library. If you need to work together ask about using the training room or group study room.

Get in touch

If you are unsure about anything or need further help email: library@rbch.nhs.uk / library@poole.nhs.uk or telephone: 0300 019 4270 / 0300 019 2101.

Contact extension numbers

	RBCH	Poole
Chaplain	ext. 4221	ext. 2167
Education and Training	ext. 4530/4267	ext. 2100
Estates	ext. 4291	ext. 8056
Fire	ext. 5785	ext. 2480
IT Helpdesk	ext. 4222	ext. 2347
IT Training	ext. 4285	ext. 3112 / 2525 / 3272
Human Resources	ext. 4251/4252	ext. 2221
Library	ext. 4270	ext. 2101
Occupational Health	ext. 4217	ext. 2035
PALS	ext. 4886	ext. 8499
Payroll	01722 336262	ext. 2413 / 2660 / 2875
Pensions	ext. 5147 / 4342	ext. 2900
Transport	ext. 5446	ext. 8040



Welcome to Team UHD