

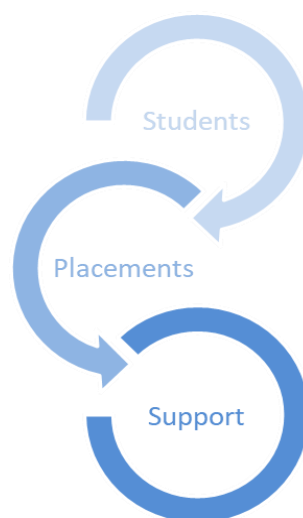
York and Scarborough Teaching Hospitals

Student Support Toolkit for

Pre-Registration Placements



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****Please note that embedded clickable links may not be accessible without a York & Scarborough Teaching Hospitals NHS Foundation Trust login****

Introduction

Welcome to your placement in York and Scarborough Teaching Hospitals NHS Foundation Trust. This toolkit will benefit all students and apprentices undertaking placements in our clinical practice areas. It is an opportunity for us to provide you with the essential contacts and information to support and guide you through your placement learning journey.



Support on Placement

As part of the York and Scarborough Teaching Hospital NHS Foundation Trust we have a designated Practice Education Team. Our role is to provide you with the best possible learning experiences throughout your time with us. As a Trust we make sure we are meeting the standards to ensure your experiences are of the highest quality by working alongside clinical areas and our university partners.



Practice Education Team contact details

Practice Education Team Support – group email	yhs-tr.PracticeEducationTeam@nhs.net
Practice Education Team generic telephone number - York	01904 725274
Practice Education Team generic telephone number - Scarborough	01723 385325
Sarah Kelly, Clinical Teaching Fellow (nursing only) –across sites	sarah.kelly105@nhs.net

Each placement area has a **Learning Environment Manager** (LEM) who is informed of allocations before placements begin. We collaborate closely with them to ensure that the wards and departments can accommodate students/apprentices accordingly. You will meet various staff members, including those that support your learning in practice.

As a Trust we support a wide range of student professions from Nursing and Midwifery, regulated by the Nursing and Midwifery Council (NMC), to Allied Healthcare Professionals or AHPs, who are regulated by the Health and Care Professions Council (HCPC).



What we expect from you:

- To always have a professional attitude.
- As a Nursing, Nursing Associate, or Midwifery student you must act in accordance with the NMC, Code of Conduct (2018).
- All Allied Health Care Professional students to abide by the Standards of Conduct, Performance, and Ethics for students HCPC (2016).
- Explore learning opportunities that can enhance and contribute to your knowledge and proficiencies.
- To support each other.
- To be open to new experiences and the learning opportunities presented.
- To work within your limitations, know what these are and ask for help if needed.

What you can expect from us:

- * Continued placement support from start to finish.
- * An allocated supervisor for each placement area (also known as Practice Learning/Education Facilitator, Assessor, Educator, Professional Midwifery Advocate).
- * To audit and maintain quality assurance for each placement.
- * To provide additional learning experiences.
- * To provide pastoral support when needed.
- * A commitment to support you in escalating any concerns or issues in practice.

Important information

Where can I find out details about my placement area?

You can search your placement area on PARE and look at the profile which will give you details such as contact names and numbers, a summary about the area, and any recommendations before you arrive. [OnlinePARE.net - Practice Assessment Record and Evaluation](#)

PARE is also a site where students can evaluate their placement. Regardless of the system your university supports for evaluations, we encourage you to provide honest, constructive feedback in a professional manner. This provides us as a Trust with valuable insight into what is working well, and what we might need to change.

You may also receive additional information from your specific placement area.

Travel and Parking

Our main hospital sites are linked by public transport networks

<https://www.yorkhospitals.nhs.uk/our-hospitals/>

Cycle parking is available across all sites.

Students can also apply for parking permits on our main sites via the Nexus platform. Please ask the LEM, or contact that you have been given, in your placement area for specific parking information.

Uniform policy

When on placement Students/Learners are expected to always adhere to the Trust Uniform Policy. This can be found on Staffroom [appearance-and-workwear-policy.pdf](#). For nursing and midwifery students please ensure to wear epaulettes. Wear your university identification badge and carry any security passes you have been issued with you.

Fire Safety

Please familiarise yourself with the fire exits and safety procedures in your placement area.

[IT Training/ Log on](#)

All students are required to attend a **Student New Starter session**. This is typically scheduled for your first day of placement. However, if you've worked on the Bank and logged into the Trust system within the last 12 months, or if you've already attended a Student New Starter session within the past 12 months, you are not required to attend again.

A member of the **Training Team** will reach out to you with the date and time of your session **at least two weeks before your start date**. Please remember to check your junk folder for this email. If you have not received an invitation for this training by the time you have started your placement, please speak to the LEM or the Practice Education Team for guidance. You can also reach The IT Training Team at 01904 724030 or email at yhs-tr.distrainers@nhs.net.

Training & Learning Hub

You will access our Course Catalogue when you complete your Digital New Starter training. However, if you forget where to find it, the Information Sheet provided during your Student New Starter session will contain details on the Learning Hub, where you can find our courses and e-learning modules, including those in the Course Catalogue.

The Training Team is part of the Digital and Information Systems Directorate. Within this directorate, there are other teams you may need to contact:

- The **Service Desk Team** handles all calls regarding faulty equipment, password resets, changes to access, and various other issues. You can reach them by calling 01904 725000 or by logging a request via email at yorkhospitals-it@mail.uk.4me.com.
- The **User Access Team** (UA) is responsible for allocating access to staff, students, and external users for appropriate Trust network software via the Access Management Database (AMD). Although you won't contact them directly, if the Service Desk Team cannot resolve your access issue, they will escalate it to the User Access Team.

Important Reminders:

- Never share or use someone else's login credentials.
- Regularly check your nhs.net email, as accounts that are inactive for three months will be deactivated.

Meals

Staff fridges are available in placement areas to store meals. Canteens include:

York – Ellerby's open: 7am to 10pm Mon – Fri, 9am to 10pm Sat – Sun
Scarborough – Pat's Place 7.30am to 6.15pm

Library

We encourage and welcome you to use our libraries based on both York and Scarborough sites. Details of services available can be found here:

<https://yorkhospitals.pagetiger.com/trust-library-service-handbook/1>

Students who work off site can access most of the same services e.g. help with Athens registration and access to the Knowledge and Library Hub, support with literature searches via Teams, supply of article requests, supply of dyslexia information and library registration.

Social Media

Social media can be a useful tool and there are many ways of using it within healthcare. You are encouraged to use a variety of tools to enhance your learning if it is done appropriately. Inappropriate use of social media in any clinical area is a professional issue and will be brought to the attention of the LEM, Practice Education Team, and Universities to be dealt with appropriately. There are times when you will need to use your mobile phones such as when uploading documents onto Pebble Pocket, please make a staff member aware that you need to do this and then move into an appropriate area such as the staff room. For further guidance please see [acceptable-use-policy.pdf](#)

Absences

There may be times you are unable to attend placement. We ask that at the earliest opportunity, you contact your placement area via telephone to inform them if you cannot attend placement for your agreed shift(s). This is in addition to **contacting your university** and following their separate processes. Emailing placement, or any other routes of contact, is **not** appropriate. Therefore, prior to commencing your placement please ensure you have two contact telephone numbers for the area. When calling, please ask for:

- Nursing students: the Nurse in Charge of the shift,
- Midwifery students: the labor ward coordinator ,
- AHP students: a member of the therapy team.

You will need to provide them with a brief outline of your reason for your absence, and an estimated return date if known. Prior to returning you will need to telephone the placement to communicate that you are fit to attend.



People Promise

All the above helps us to ensure your safety and allows you to meet your required 'Professional Values' outcomes.

This is a promise we must all make to each other – to work together to improve the experience of working in the NHS for everyone.

Freedom to Speak Up

Speaking up protects patient safety and improves the lives of workers.

When things go wrong, we need to make sure that lessons are learnt, and things are improved. If we think something might go wrong, it's important that we all feel able to speak up so that potential harm is prevented.



The Trust's Freedom to Speak up Guardian is Stefanie Greenwood. Stefanie reports to the **National Guardian's Office**.

Contact details

Email: stefanie.greenwood@nhs.net

Call: 07818 427420 or 01723 236228

Your Freedom to Speak Up Guardian will:

- Provide confidential, impartial advice and support in relation to concerns about patient or staff safety and/or the way any concern has been handled
- Make sure staff feel free and safe to speak up and raise concerns
- Support staff and students to ensure that no detriment comes to individuals who raise concerns in the interest of patient and staff safety
- Help make 'speaking up' and 'listening up' business as usual

Sexual Safety & Healthcare Charter

Those who work, train and learn within the healthcare system have the right to be safe and feel supported at work. We have several services that can support you if you experience sexual misconduct at work from a member of staff, if you witness it happening to others, or if you have it reported to you.

There is a general [guidance document](#) that summarises what is available and what you should do - this can be found on Staff Room in the Sexual Safety section of the [HR page](#). Your university will have their own policies – please reach out to your own university for further information. The [Safe Learning Environment Charter](#) recognises that learners are vital to the workforce and are included in the promises we must all make to each other, to improve everyone's experience of working in the NHS. The Charter sets out the supportive learning environment required to allow learners to become well-rounded professionals with the right skills and knowledge to provide safe and compassionate care of the highest quality.

Key people who you can talk to include: your supervisor; a union representative, the Freedom to Speak Up Guardian, or a member of the HR Team. Where abuse / misconduct / violence is committed by patients or the public then the [Managing Violence & Aggression Policy](#) applies – and this details the support that the Security Team can offer.

We also have '[understanding sexual misconduct in the workplace](#)' e-learning on the internal Learning Hub, that gives everyone an overview of their responsibilities to prevent sexual misconduct, and how to respond if they experience it, see it or have it reported. In addition to the Trust services and national services referenced in the general guidance document, there are also [local specialist services](#) – including those for Domestic Abuse as we recognise that although this isn't happening at work – the side effects can often impact when you are at work or on placement.

Equality, Diversity & Inclusion

York and Scarborough Teaching Hospitals Equality, Diversity, and Inclusion (EDI) team is led by: **Virginia Golding** virginia.golding@nhs.net. The EDI team produce a **monthly newsletter** with the aim of providing key information across the EDI space - sharing updates, learning and examples of best practice that you may wish to learn from. You can access the newsletter here <https://staffroom.yorkhospitals.nhs.uk/staff-edi>

Our public duty

The **Equality Act 2010** ensures individuals have equal treatment in employment and access to private and public sector services regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. These are known as the **nine protected characteristics**.

Pastoral Support

Working through challenging times can affect our wellbeing. That's why it's so important that we continue to look after our own wellbeing – to keep building our resilience, to support those around us – and seek help when we need it. Only by looking after ourselves can we make sure we are in the best position to look after others. There's plenty of support out there, but this can feel overwhelming at times. Support is always available through your university. In addition to this you can check what pastoral support is available in your placement area or contact services such as those below:

- [Equality, Diversity and Inclusion — York NHS Staff Room \(yha.com\)](#)
- [Supporting Staff — York NHS Staff Room \(yha.com\)](#)
- [Carers network — York NHS Staff Room \(yha.com\)](#) yhs-tr.caring4carers@nhs.net
- [Enable network — York NHS Staff Room \(yha.com\)](#) yhs-tr.enable@nhs.net
- [Race Equality Network — York NHS Staff Room \(yha.com\)](#) yhs-tr.raceequalitynetwork@nhs.net
- Women's Network Chair: Kim.Hinton@nhs.net yhs-tr.womensnetwork@nhs.net
- LGBTQ+ staff network — [York NHS Staff Room \(yha.com\)](#) yhs-tr.lgbt.staffnetwork@nhs.net

You can also access Trust Resources here:

[Staff Wellbeing Hub | York and Scarborough Teaching Hospitals \(yorkhospitals.nhs.uk\)](#)

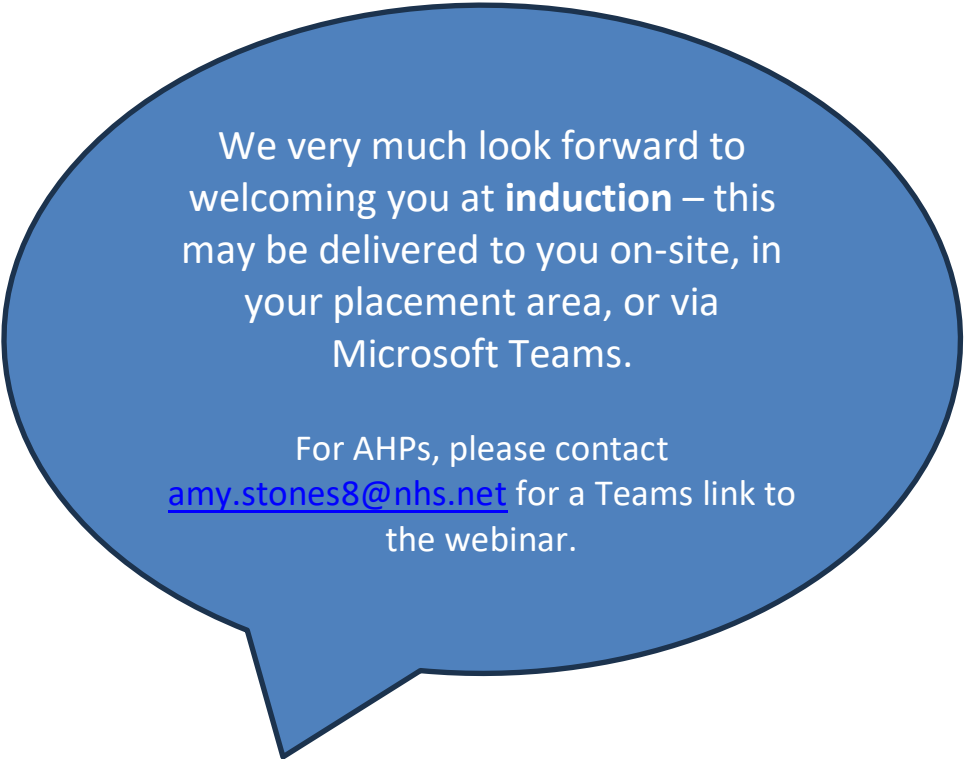
Through the wellbeing hub, you'll be able to easily navigate to the right support for you, when you need it most. Download the [Staff health and wellbeing booklet](#) for access to a range of support and resources.

Multi-Faith Chaplaincy

Health is not just about how well the body is working; it also includes our emotional and spiritual health. Chaplaincy offer a listening ear to anyone who needs to talk. [See more information about the Chaplaincy department and contact details on Staff Room](#)

The Chaplaincy department is available to provide emotional or spiritual support to everyone, whether they have religious or spiritual beliefs, or not. It is staffed by chaplains from the Christian and Buddhist faiths, but they have relationships with local representatives from a range of religions who they can call upon to support patients and staff. Disposable prayer mats and prayer books are available for those of the Muslim, Sikh, and Baha'i faiths. There is also a portable Hindu mandir. Muslim Friday prayers (Jummah) are held – please see hyperlink above for details.

And finally...



We very much look forward to welcoming you at **induction** – this may be delivered to you on-site, in your placement area, or via Microsoft Teams.

For AHPs, please contact amy.stones8@nhs.net for a Teams link to the webinar.

Frequently Asked Questions (FAQs)

What if I don't know enough about the topic my placement area covers?

The placement profile on PARE may guide you as to some pre-placement reading. You are expected to contact your LEM, or appropriate placement contact, to request further information to support your preparation. Remember, your placements are there as an opportunity for you to learn, you are not expected to know everything about any area you go to in advance.

What will happen when I go to my first placement area?

After you have been allocated a placement, you will be able to look on PARE to find out about this area and who to contact, you will then be expected to contact the area to arrange at least your start date, first weeks' shifts, find out who your Assessor/Facilitator will be and ask if there is anything else you need to know. When you arrive at your placement, you should report to the Ward Manager (for midwifery), Nurse in Charge, or Therapy Team, and be given an orientation by one of the staff members. Within your first week you should create your goals/objectives for the placement as well as having a discussion with your Assessor/Facilitator around expectations from both sides.

What if I haven't been allocated a Practice Assessor/Facilitator when I arrive?

Please ask the Learning Environment Manager to be allocated an Assessor/Facilitator as soon as possible that day. If there are any problems obtaining this, please contact the Practice Education Team. Please remember, you can work with several Supervisors throughout your placement.

What do I do if I feel I am not achieving my competencies?

If you are concerned that you will not achieve your competencies within a placement, have a discussion with your Supervisor, Assessor/Facilitator or LEM and tell them about the reasons for your concerns. Our Practice Education Team can support this. It might be that you are unable to achieve specific competencies within that area, but you can arrange some additional experience in another area to do so. You may also have enough time to complete them within your next placements so this may not be a problem.

On my previous placement I was always doing 'assistant jobs' and this is unfair!

As a student, every experience is an opportunity to learn. You are expected to undertake all aspects of care and begin your career by building on the foundations of basic care first. As you progress you will always be expected to be able to provide this regardless of your level/role at the time and you will be expected to encourage those junior to yourself to see the importance of this also. We request students do not refer to this level of care as 'assistant jobs', as the patients are cared for by a team which includes a range of professionals at differing levels who all have the same aim. The patient must receive the best care possible in a safe and effective manner from all who are involved.