

Temporary Workers Information Pack

(Agency / Medical Bank / Locum staff)

Instructions for arrival

All agency, medical bank and locum staff without a substantive contract with The Royal Wolverhampton NHS Trust must report to the following area on arrival at the Trust;

- During the hours of 9am-5pm Monday-Friday – Medical Staffing Office, Location B17 (McHale Building, opposite the Education Academy).
- Out of hours – Switchboard, Location B20 (Above the mortuary, opposite the Education Academy). Please use the intercom to gain access.

Temporary worker induction and mandatory training requirements

Length of engagement	Requirements	Instructions
0-1 month	1. Temporary Workers Information Pack	<p>A copy will be given to you on arrival at the medical staffing office or switchboard. A copy is enclosed for you to familiarise yourself with prior to arrival.</p> <p>Please read the enclosed information and sign pages 6 & 7, the information pages are for you to keep and to refer to as required and the signed pages will be retained for audit purposes.</p>
	2. Local Induction Checklist	<p>Please complete on arrival in the department you will be working, returning a copy with your timesheet to Medical Staffing (bank) or LMS (agency).</p>
1-12 months	1. Temporary Workers Information Pack	<p>A copy will be given to you on arrival at the medical staffing office or switchboard. A copy is enclosed for you to familiarise yourself with prior to arrival.</p> <p>Please read the enclosed information and sign pages 6 & 7, the information pages are for you to keep and to refer to as required and the signed pages will be retained for audit purposes.</p>

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	2. Quick Induction 3. Mandatory Training	You must complete the quick induction and mandatory training before you start work via our online e-Learning page RWT e-Learning
	4. Local Induction	This will be provided on arrival. Please complete on arrival in the department you will be working, returning a copy with your timesheet to Medical Staffing.

Dear colleague,

Welcome to The Royal Wolverhampton NHS Trust,

As a valued member of our temporary worker workforce, we are aware that key information differs across NHS organisational boundaries, therefore we have enclosed in this pack key information to support you with your time with us.

This pack is reviewed on a regular basis, therefore if you have received this before; please ensure you re-read it to ensure that you are aware of any changes.

On arrival you will be asked to sign 2 copies, 1 copy is for you to keep and to refer to as required and the other copy will be retained for audit purposes.

Please familiarise yourself with this information prior to arrival. If you notice anything that is missing from this pack that would be useful to include in future versions, please send this to us at mandatory.training@nhs.net

Kind Regards

Dr Brian McKaig

Professional Lead for Temporary Workers

Deputy Medical Director

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<p><u>Contacting the on-call team</u></p> <p>If you need to contact a member of the on-call team, Consultant, Manager or Director, please dial '0' on any Trust telephone and to be transferred to them via switchboard.</p>	<p><u>Safeguarding Adults & children</u></p> <p>For Safeguarding queries (Monday – Friday 9.00am – 5.00pm) or any additional advice please contact:</p> <ul style="list-style-type: none"> • Safeguarding children, adult and learning disability team main Office ext. 5163 • Safeguarding Children & Young Adults: <ul style="list-style-type: none"> ➢ Main Office e-mail: rwh-tr.safeguarding-gem@nhs.net ➢ Children’s Team e-mail: rwh-tr.safeguarding-children@nhs.net ➢ Out of hours: Multi-Agency Safeguarding Hub (MASH) 01902-552999 • Safeguarding Adults and Learning Disabilities: <ul style="list-style-type: none"> ➢ Adult Team e-mail: rwh-tr.safeguarding-team@nhs.net ➢ Learning Disabilities Team: rwh-tr.LearningDisabilities@nhs.net ➢ Out of hours: Multi-Agency Safeguarding Hub (MASH) 01902-552999
<p><u>Trust policies</u></p> <p>The link for all policy and procedures used at the Trust: http://intranet.xrwh.nhs.uk/policies_and_strategies.aspx</p> <p>If you have any queries, in the first instance you should seek advice from your supervisor.</p>	
<p><u>Out of hours referrals</u></p> <p>Guidelines for out of hours referrals can be found on the Trust intranet page > Departments > select department > view out of hours</p>	
<p><u>Incident Reporting</u></p> <p>All incidents MUST be reported as soon as they are identified. The Trust uses a web-based system call DATIX which is available on the intranet page home page, under Key Systems, DatixWeb Live.</p> <p>Please report all adverse incidents using Datix web and inform the manager responsible or person in charge of the area.</p>	
<p><u>Prevent</u></p> <p>Please refer to OP110 Prevent policy on RWT’s intranet policy page. For prevent queries or any additional advice please contact the Safeguarding Team on ext. 5163 or email rwh-tr.safeguarding-team@nhs.net</p>	<p><u>Infection Prevention</u></p> <p>Protecting patients, staff and visitors from the risk of acquiring an infection is an important element of RWT day to day practice.</p> <p>You can find the Sharps Safety Policy on the Trust intranet page> Policies and Strategies> Corporate Policies, Procedures, Guidelines> Health & Safety> HS03</p> <p>How to report a notifiable disease> Trust intranet page> Policies and Strategies> Clinical Policies, Procedures, Guidelines> Infection Prevention Policies>IP10</p> <p>For IP queries or any additional advice please contact the IP Team via duty mobile *3354 or email rwh-tr.InfectionPrevention@nhs.net.</p>

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<p><u>Security</u></p> <p>Please contact the Security Management Team on ext. 8222, 4382, 4384 or 8140 or call the emergency number ext. 2222.</p>	<p><u>Fire Safety</u></p> <p>The action to take in the event of a fire - If you see or suspect a fire, raise the alarm locally by shouting "FIRE". You must then sound the fire alarm by operating the nearest fire alarm call point. Fire procedures differ from site to site and by building to building. You must check the local evacuation procedures for the area you are working in.</p> <p>For fire safety queries or any additional advice, please contact the Fire Safety Team on ext. 8159, 5351, 8143 or 8144.</p>
<p><u>Blood Transfusion</u></p> <p>You should not engage in blood transfusion procedures without suitable training.</p> <p>For blood transfusion queries or any additional advice please contact the Lead Transfusion Practitioner Maxine Boyd on ext. 6709 or bleep 7581.</p>	<p><u>Antimicrobial Prescribing</u></p> <p>Any member of staff who might have to prescribe antibiotics needs to be aware that the RWT Antimicrobial Prescribing Guidelines are available from the Homepage on Trust Intranet, or can be downloaded onto mobile devices (search for MicroGuide from the App Store and look for The Royal Wolverhampton NHS Trust; there are separate guides for adults and children). All antimicrobial prescribing decisions must be recorded in the healthcare record.</p> <p>For antimicrobial queries or any additional advice please contact the Duty Microbiologist on ext. 8249 during normal office hours and via Switchboard at other times or you can email; mike.cooper1@nhs.net or rwh-tr.Microbiology@nhs.net.</p>
<p><u>Patient Moving and Handling</u></p> <p>You should not lift or handle patients without suitable training.</p> <p>Please refer to HS01 Management of Health & Safety policy on RWT's intranet policy page. For patient moving and handling queries or any additional advice please contact the Patient Moving and Handling Team on ext. 6172.</p>	<p><u>VTE</u></p> <p>For VitalPAC logins please contact IT on ext. 8888 or Sarah Cotterill on ext. 6458.</p> <p>Please refer to CP58 Prevention and treatment of venous thromboembolism policy on RWT's intranet policy page.</p> <p>For VTE queries or any additional advice please contact Sarah Cotterill on ext. 6458, mobile 07796 995603, bleep 3938 or email sarah.cotterill@nhs.net.</p>
<p><u>Tissue Viability</u></p> <p>Referrals</p> <p>Inpatient Ring 01902 695361 (note: please leave patient name, hospital number, wound cause, approx. size and description, if telephone transfers to answer phone).</p> <p>Community (Practice Nurses/ Nursing Homes/ Community Services) Ring WUCTAS 01902 443322 and ensure all relevant details are reported.</p> <p>Please refer to OP96 Pressure Ulcer Prevention and Management for Adult & Paediatric Patients in Hospital and Community Services policy on RWT's intranet policy page For tissue viability queries or any additional advice please contact the Tissue Viability on ext. 5361 or email rwh-tr.TissueViabilityTeam@nhs.net</p>	

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<p><u>Resuscitation</u></p> <p>Please refer to CP11 Resuscitation policy on RWT's intranet policy page. For Resuscitation queries or any additional advice please contact the Resuscitation Team on ext. 6170, bleep *7498 or *1535</p> <p>If you are not familiar with RWT defibrillators contact clinical skills on ext. 6170 or ext. 5324 to arrange training. In addition, for local information an online package is available via the Intranet / KITE / clinical skills icon / DNACPR learning package.</p>	<p><u>Information Governance</u></p> <p>Please refer to OP13 Information Governance policy on RWT's intranet policy page. For information governance queries or any additional advice please contact the Information Governance Team on ext. 8124 or email rwh-tr.IG-Enquiries@nhs.net</p> <hr/> <p><u>Switchboard</u></p> <p>The emergency telephone number is ext. 2222.</p> <p>For switchboard queries or any additional advice, please contact the Switchboard Team on ext. 0.</p>
<p><u>Medical Devices</u></p> <p>For information relating to Medical Device Training - please contact the Medical Device Trainers on ext. 5530.</p>	<p><u>Conflict Resolution</u></p> <p>If confronted by a violent patient/visitor please contact the Security Management Team on ext. 8222, 4382, 4384 or 8140 or call the emergency number ext. 2222.</p>

Please sign the declaration on page 6 to confirm you have familiarised yourself with the enclosed information and you will follow the signposting as required, in the event that you are unsure of the correct process or procedure you will ask your supervisor.

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Signposting Declaration

I confirm that have familiarised myself with the enclosed information and will follow the signposting as required, in the event I am unsure of the correct process or procedure I will ask my supervisor.

Name [Print]

Sign.....

Date.....

Understanding the Limits of Competence

Whenever you start a new placement, it is vital that your role, function and responsibilities within your team are understood and that you are clear about what you are competent to do, what you should not be doing and about safe practice. The most important check on your competence and performance is your own professional ability to understand your own limits – being self-aware. You must not go beyond these limits without the appropriate training and assessment.

You must understand that where you have not received appropriate training or instruction on a particular **task**, or **procedure** or the use of a **medical device** or other **equipment** you must not embark on such activity. Also, if as part of your role you are required to obtain verbal or written **consent** for any procedure you are not trained, competent and experienced in doing yourself, then you must be trained and assessed as competent to take consent by your supervisor. Do not take consent unless this is done.

It is your responsibility to identify your practice limitations and training needs to your Manager / Supervisor / Educational Supervisor and these must be addressed as a priority at the start of your placement or at any time during your placement if you have a concern or a need.

You should undergo a Local Induction within the department / specialty you are working in. The requirements of the Local Induction will be detailed in a local induction checklist / programme for the area. The minimum general and specialist skills you are required to possess for this area is defined by your team and your competency will be determined prior to commencement of your placement [*Refer to General and specialty specific skills lists*].

Please meet with your Manager / Supervisor / Educational Supervisor to discuss **Limits of Competence**, sign off this form. This formal approach is designed as much to protect you, and your team, and the patient.

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Understanding the Limits of Competence Declaration

I have received and understood the above information, instruction and training. I understand the requirement to remain within the **Limits of my Competence** and to seek training and assessment before embarking on any form of practice for which I have not been trained and for which I am not competent.

Name [Print]

Sign.....

Date.....