Staff Induction Handbook

Including Local Induction Checklist

To be used for all new starters

Version 2.16

Contents

This Handbook does not form part of your contract of employment. If there is any conflict between the Handbook and your terms and conditions of employment, your terms and conditions will take precedence.

1. A Warm Welcome from our Chief Executive Patricia

Welcome to your new role in Shropshire Community Health NHS Trust. I know that you will find working with us rewarding.

Everything we do is about making sure that the services we provide are the best they can be for local people; that they are provided in places where people can get to them easily and that they optimise independent living – our aim is to support people to live life as they want to despite their health and care needs.

You are joining a committed and skilled team and you will be working alongside people who are passionate about community care.

This handbook will give you basic information about us, and some facts relating to your terms and conditions of employment. It is really important that you attend your scheduled induction programme so that you get the best start to your new job.

If you have any questions or need further information, please speak with your manager.

Good luck and enjoy your work

Patricia Davies
Chief Executive

2. Shropshire Community Health NHS Trust

Our aim is to be the best local provider of high quality, innovative health services near people's homes, working closely with partners so people receive well-co-ordinated, effective care.

We provide a range of community-based health services for adults and children in Shropshire, and Telford and Wrekin.

Our services range from district nursing and health visiting to physiotherapy and specialist community clinics. We want to work with local people and communities to develop innovative services that best meet people's needs for care and treatment, and to help them stay healthy.

Over 90% of all the contacts that people have with the NHS are not in acute hospitals such as the Royal Shrewsbury Hospital and Princess Royal Hospital in Telford. Many more NHS patients consult their GP or are visited in their own home by a district nurse or health visitor than go into an acute hospital for treatment. Given the central role that community health services play in delivering NHS care, it is vital that they are as patient-focused and efficient as possible.

We know that we need to continually innovate in the way that we deliver our services and we will be working closely with staff, GPs, the local acute hospitals and social care to make sure we are adopting the best, most effective care for patients.

Good community health services prevent the need for some patients to be admitted to hospital, including those with chronic conditions such as diabetes, asthma, chest disease, arthritis, hypertension, osteoporosis and stroke.
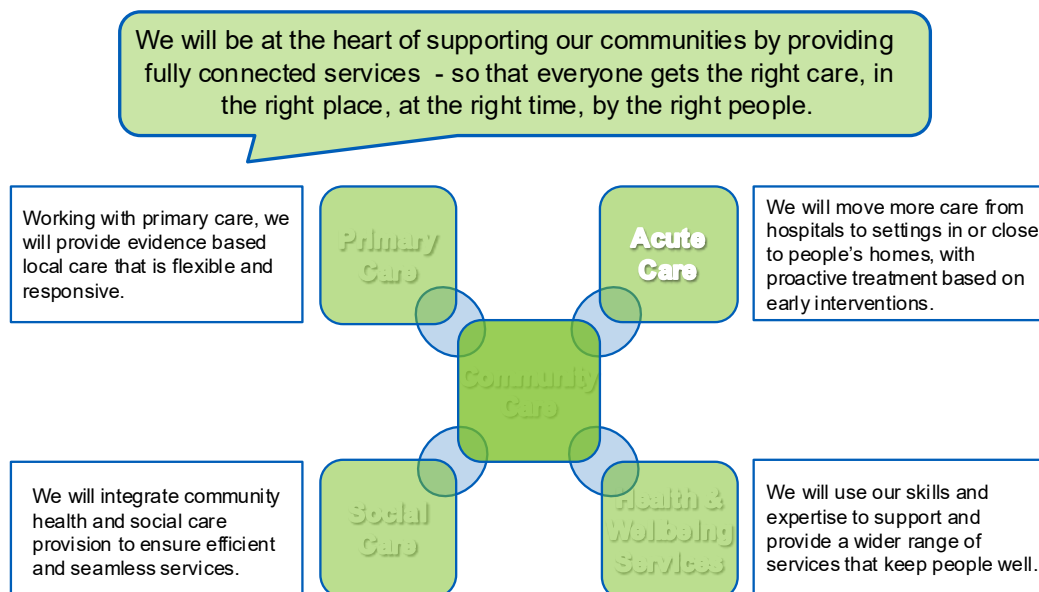
2.1 Our Services

The services we provide fall into five broad categories covering a huge variety of services that patients can access. We deliver core community services plus a number of specialist services, working collaboratively with neighbouring Trusts and within our ICS.

We pride ourselves in the quality and range of services we provide and this is all supported by our Corporate and Support services who underpin the activity within the Trust and help guide and develop us as a provider and ensure we are delivering high quality patient care.

Urgent Care & Specialist Services	Adults	Children and Families	Vaccination Service	Corporate/Support Services
• Advanced Primary Care Service • CapacityHub • Continence Services • Community Therapies • DiagnosticAssessment & Access to Rehabilitation and Treatment (DAART) • Integrated Discharge • Minor Injury Units • Podiatry • Pulmonary Rehab • Rapid Response • Single Point of Referral • Sub-Acute Wards • Tissue Viability • Virtual Wards	• Admiral Nursing • Adult Physiotherapy • Community Consultant Outpatients • Community Hospitals • Community Neuro Rehab Team • Community Nursing & Inter Disciplinary Teams • Day Surgery Unit • Diabetes • Falls • Long-Term Conditions & Frail Elderly • Long Covid • TeMS Musculoskeletal Service • Rheumatology • Prison Healthcare	• Child Development Centres • Child Health and Audiology • Children's Therapy Services • Community Children's Nurses • Community Paediatrics • Dental Services • Family Nurse Partnership • Health Visitors • Immunisation and Vaccination • Paediatric Diabetes • Paediatric Psychology • School Nurses • Shropshire Wheelchair Service • Specialist Nursing • Special School Nursing	• COVID-19 Vaccination Service • Neutralising Monoclonal Antibodies (nMABs)	• Administration Support • Assurance (Non-Clinical) • Business Development • Communications and Marketing • Digital, IT, IG and Informatics • Emergency Planning • Finance • Hotel Services • Infection Prevention & Control • Organisational Development • Patient Experience and Involvement/Complaints and PALS • Patient Safety • Planning and Performance • Quality • Safeguarding • Workforce/HR

2.2 Vision and Values

Our Vision

We will be at the heart of supporting our communities by providing fully connected services - so that everyone gets the right care, in the right place, at the right time, by the right people.

Working with primary care, we will provide evidence based local care that is flexible and responsive.

We will move more care from hospitals to settings in or close to people's homes, with proactive treatment based on early interventions.

We will integrate community health and social care provision to ensure efficient and seamless services.

We will use our skills and expertise to support and provide a wider range of services that keep people well.

Our Values

These current Values were identified through a series of workshops and consultations with staff. Each of our roles is like a brick in the wall that makes up the organisation, and the values are the cement that holds the Trust together and gives it integrity.
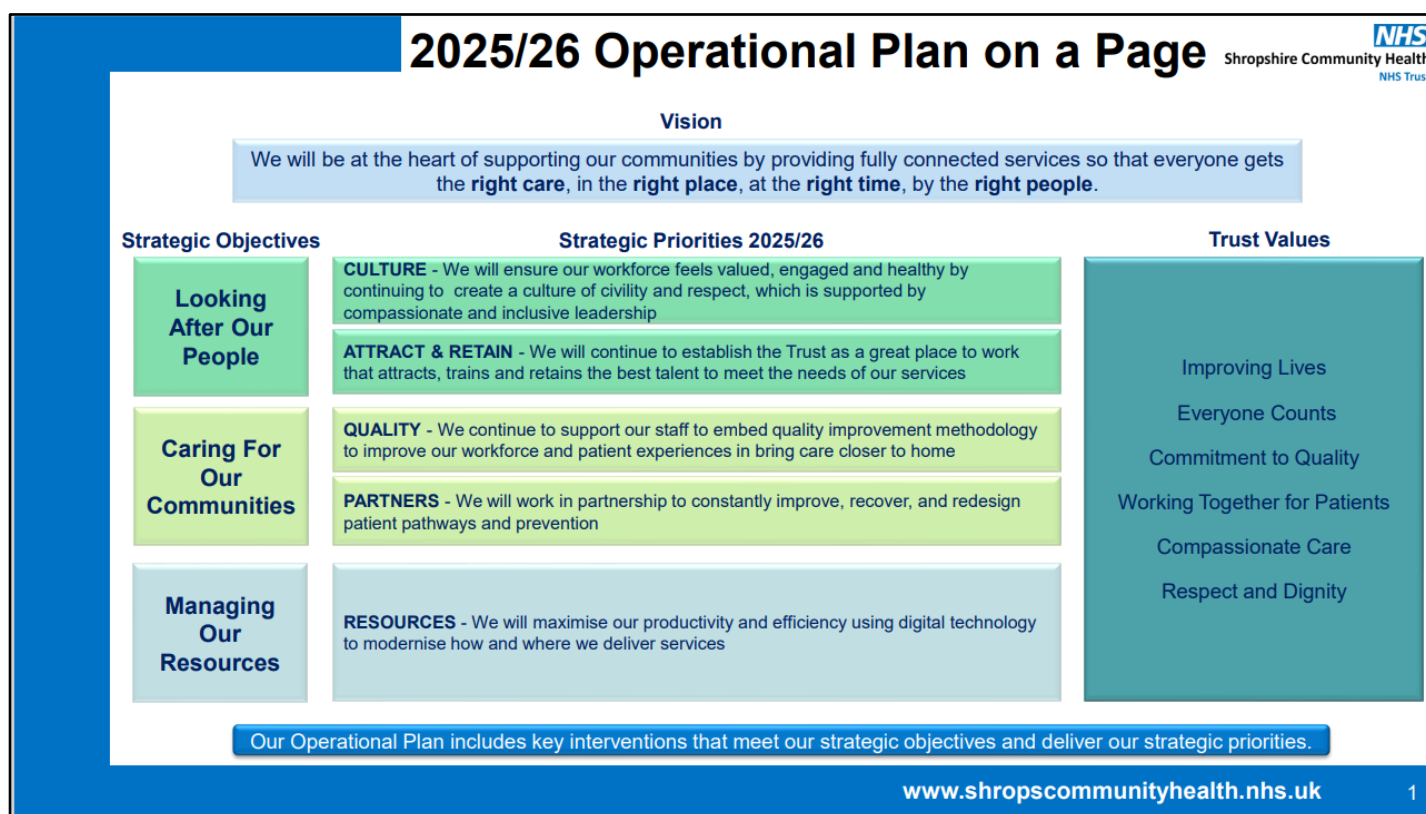
Commitment to Quality	We all strive for excellence and getting it right for patients, carers, and staff every time.
Respect and Dignity	We see the person every time – respecting their values, aspirations, and commitments in life – for patients, carers, and staff.
Working Together	Patients come first. We work and communicate closely with other teams, services, and organisations to make that a reality.
Compassionate Care	We put compassionate care at the heart of everything we do.
Everyone Counts	We make sure no-one feels excluded or left behind – patients, carers, staff and the whole community.
Improving Lives	We make things happen to improve people's lives in our communities.

2.3 Plan on a Page

Below is our Plan on a Page for 2025/26 which brings the core objectives and priorities for SCHT into is most simple form.

We have three main strategic objectives, focusing on looking after our people, caring for our communities and managing our resources and these tend to remain unchanged whilst the priorities vary based on specific areas we want to deliver.

Within these we then have several priorities that we want to focus on for the coming year, to help develop and improve our organisation as a whole and see that development go through to improve and maintain the high level of care we want to provide to our patients.

2025/26 Operational Plan on a Page — Shropshire Community Health NHS Trust

Vision
We will be at the heart of supporting our communities by providing fully connected services so that everyone gets the **right care**, in the **right place**, at the **right time**, by the **right people**.

Strategic Objectives

Looking After Our People

Caring For Our Communities

Managing Our Resources

Strategic Priorities 2025/26

CULTURE - We will ensure our workforce feels valued, engaged and healthy by continuing to create a culture of civility and respect, which is supported by compassionate and inclusive leadership

ATTRACT & RETAIN - We will continue to establish the Trust as a great place to work that attracts, trains and retains the best talent to meet the needs of our services

QUALITY - We continue to support our staff to embed quality improvement methodology to improve our workforce and patient experiences in bring care closer to home

PARTNERS - We will work in partnership to constantly improve, recover, and redesign patient pathways and prevention

RESOURCES - We will maximise our productivity and efficiency using digital technology to modernise how and where we deliver services

Trust Values

Improving Lives

Everyone Counts

Commitment to Quality

Working Together for Patients

Compassionate Care

Respect and Dignity

Our Operational Plan includes key interventions that meet our strategic objectives and deliver our strategic priorities.

www.shropscommunityhealth.nhs.uk

2.4 The Board

The Board is made up of Directors and Non-Executive Directors. The Executive Directors are responsible for running the organisation and for making sure that it delivers on its statutory obligations The Non-Executive Directors are appointed for their expertise and takes part in decision making at board meetings.

A summary of the individual Board members background, experience and qualifications can be found on the Trust website https://www.shropscommunityhealth.nhs.uk/the-board

2.5 The NHS Constitution

The NHS Constitution was first published in January 2009, following Lord Darzi's report 'High Quality Care for All'. The NHS Constitution brings together in one place for the first time in the history of the NHS, what staff, patients and public can expect from the NHS.

Following two national consultations, a revised NHS Constitution was published in early 2010. As well as capturing the purpose, principles and values of the NHS, the Constitution brings together a number of rights, pledges and responsibilities for NHS staff and NHS patients alike.

The NHS Constitution includes the following pledges to staff:

- The NHS commits to provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.

- The NHS commits to provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.

- The NHS commits to provide support and opportunities for staff to maintain their health, well-being and safety.

- The NHS commits to engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

The constitution also includes a set of responsibilities for staff with the key ones are:

- You should aim to maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.

- You should aim to take up training and development opportunities provided over and above those legally required of your post.

- You should aim to raise any genuine concern you may have about a risk, malpractice or wrongdoing at work (such as a risk to patient safety, fraud or breaches of patient confidentiality), which may affect patients, the public, other staff or the organisation itself, at the earliest reasonable opportunity.

A full copy of the Constitution can be found at
www.gov.uk/government/publications/the-nhs-constitution-for-england

3. Keeping You Informed
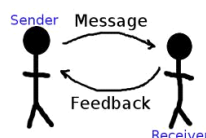
To be successful in achieving our aims we need to continuously involve and engage with you as staff are the biggest asset we have. Effective communication and engagement not only contribute to increased morale, but also has a positive knock-on effect on the performance of staff, improved patient care and customer service.

We provide a range of ways for staff to communicate with each other across the organisation and to feedback their thoughts and ideas to the Trust Board. There are opportunities for staff at all levels to get involved in, for example, designing new services or developing new values.

Board members also take part in regular visits to meet different teams and departments. This gives staff a chance to feedback any thoughts or concerns and to generally improve communication and engagement across the organisation. Our staff also help us to understand more about what our patients and carers want and think by providing feedback and sharing their stories and experiences with us.

For more formal staff involvement we have an agreed framework with our Trade Union and Professional Organisation partners to regulate consultation and industrial relations within the Trust.

As well as your team leader or manager regularly updating you at team meetings, watch out for the following sources of news and information to keep you up to date:

Patricia's Weekly Update
A weekly catch-up with what our Chief Executive Patricia Davies has been up to. Current and past issues can be found via Patricia's Weekly Update

Special Interest Newsletters
Some services have developed newsletters to support and inform staff and the public of their specific service and initiatives. These are emailed to staff for information on an ad hoc basis.

The Trust Website

Public Facing Site - www.shropscommunityhealth.nhs.uk
This holds information for patients and the public about our services, help and support, governance and reporting information, contact details, maps and more. All services or departments have team members who can add content to their section of the website to ensure it is current and relevant.

Staff Zone – staffzone.shropcom.nhs.uk/smii/login.aspx

The staff intranet holds information relating to many topics and services including staff news, engagement, Digital Services, Governance, People Services (Occupational Health, Organisational Development, HR Policy, and HR Services), Resourcing Services (Apprenticeships, E Rostering, Recruitment and Temporary Staffing) and Workforce Services (Workforce systems ESR SelfService and ESR Learning Management), Strategy, and of course you will find a library dedicated to Trust policies and documents.

Requests for access to the Staff Zone are made via the front page of the Login to the Staff Zone page (see screenshot below).

You or your line manager can request access (using a Trust device) by completing the IG Support Request form. Select 'Website' from the [Request type] drop-down, 'Staff Zone access' from the 'Website Support Category' and complete the additional fields for Staff Zone accounts.

Need further support?
https://www.shropscommunityhealth.nhs.uk/staff-zone-access-request

Media Relations

All media enquiries should be referred to shropcom.communications@nhs.net

Key Points for All Staff:
If you receive a call from the media at or about work:

- Make sure you refer journalists to the Communications Team straight away as the media are often working to tight deadlines and will require a swift response.
- Call the Communications Team to let them know you have been contacted by the media and any details you have about the nature of the enquiry.
- Do not feel pressured by a journalist to make a comment or give any information.
- Do not agree to an interview before speaking to the Communications Team.
- Do not, under any circumstances, disclose confidential information to the media. All enquiries from such sources should be referred to the Communications Team.
- Remember there is no such thing as "off the record".

4. Key Aspects of your Employment

4.1 Your Contract of Employment

As a new member of staff you will receive a statement of particulars relating to the terms and conditions of your employment (contract of employment) for your particular post. Please ensure that you read and understand your contract and return one signed copy to your line manager.

Should you consider that any of the specific details are incorrect or you would like clarification of a particular point, please contact your line manager in the first instance for advice. If you do not raise any errors within one month of issue, we will assume you have accepted your terms and conditions.

Please note that Bank Workers will not receive a statement of particulars but a 'Bank Worker Registration Document' – you should ensure that you have read and understood the document and return one signed copy to your line manager.

4.2 Electronic Staff Record

The Electronic Staff Record (ESR) is the national workforce system used across the NHS. It is an employee database that is used for purposes such as Payroll, Annual Leave, Staff Benefits, Training and reporting structures. ESR includes personal details which are shared with the Human Resources part of the system so that there is no duplication of information. It is important to ensure that the details held on ESR are correct and any changes to emails, phone numbers or addresses should be made on ESR at the earliest opportunity. Managers and employees can access the system and information in different ways:

4.2.1   Manager Self Service

Manager Self Service is used to record sickness absence and appraisals which reduces the need for paper forms. This improves the timeliness, accuracy and quality of information particularly in the key area of sickness absence data.

4.2.2   Employee Self Service

Employee Self Service allows employees to make data changes such as changes to personal details and address details. It enables employees to view on-line payslips and to book face-to-face training, and to undertake e-learning (See section 6.3 Booking Training).

4.3 Pay Services

Payroll and Pension services are provided to the organisation by Shropshire Payroll Services. The payroll offices are situated on the Shrewsbury Business Park and as detailed above pay services use the Electronic Staff Record system to process payments.

Your salary will be paid monthly into your nominated bank account with basic pay being paid in the current month. Any enhanced pay and staff expenses (e.g. travel claims) are also paid monthly, however these are paid in arrears. To ensure you receive your pay correctly you and your manager are required to ensure that time sheets and expenses claims are correctly authorised and submitted to payroll by the 10th of the following month.

Bank Workers must submit a clearly marked 'BANK' timesheet recording the number of hours worked for approval by the line manager – approved timesheets will be paid in arrears the following month.

In all correspondence with payroll, including timesheets and travel expenses claims it is important that you include your staff personal number, which can be found on your pay slip. It is also helpful to have this number to hand if you should need to contact the payroll office by telephone – their contact details can be found in section 10 Useful Contacts.

4.4 NHS Pension Scheme

All new members of staff are automatically enrolled into the NHS Pension Scheme unless you have indicated otherwise. You will receive an NHS Pension scheme guide on commencement which will provide you with information regarding the scheme. Please study this booklet and if you require further information please contact the Pensions Department based in Payroll Services - their contact details can be found in Section 10 Useful Contacts.

4.5 Annual Leave

The majority of staff is employed under national Agenda for Change terms and conditions and for those staff the leave year runs from 1st April to 31st March. This leave year also applies to those individuals on Very Senior Manager (VSM) terms and conditions.

For staff on Medical and Dental, Consultants, Associate Specialist or Speciality Doctor's terms and conditions, the leave year runs from the anniversary date of the individual's appointment to the Trust. Alternatively, individuals can choose to reflect the Trust annual leave year i.e. 1st April to 31st March.

Staff should refer to their statement of particulars (contract) to confirm their annual leave entitlement.

If you wish to book annual leave you must check with your line manager before you make any holiday arrangements to make sure it is convenient for you to be away.

4.6 Attendance at Work

The Managing Attendance at Work Policy sets out the objectives and responsibilities of you to attend work in line with your contract of employment and to adhere to reporting procedures if you are off sick by submitting self-certificates or fit notes.

We will provide, as far as is reasonably practicable, a safe and healthy environment and safe systems of work subject to the particular features of services provided. Individual members of staff have a responsibility to take care of their own health, safety and welfare and by virtue of their contract of employment, to attend work regularly when fit for duty.

4.6.1   Notification of Absence

If you are unwell and unable to attend work you must immediately contact your manager on the first day of absence or the agreed contact in line with local reporting arrangements. The contact should be by telephone and not by text message. Only in exceptional circumstances should a voice message be left. If this occurs, then you should follow up with a phone call to your manager as soon as is it is possible on the first day.

Staff informing their manager that they are unable to attend work due to sickness must disclose in confidence on their first day of notification:

- The date they became unfit for work.
- The nature of the illness/reason for non-attendance.
- If possible, the employee should also indicate a likely return to work date. If this is not known the employee and manager should agree a time when the employee will call again.

Whilst on sick leave you are expected to behave in a manner that will assist your recovery and return to work. A 'return to work' interview will be carried out by your line manager on your return from sick leave.

If your sickness absence lasts for up to seven calendar days a Trust self-certificate stating the nature and duration of the illness must be submitted on return to work. If your sickness continues after seven days you will need to obtain a fit note from a registered medical practitioner and send it to your line manager without delay.

You will need to keep your manager informed about your progress and your likely date of return to work. Your manager may also contact you when you are absent, particularly if the illness is long term, and will wish to speak to you regularly.

4.6.2   Entitlement to Sick Pay

Employees are usually entitled to Statutory Sick Pay (SSP) when they are absent from work.

We also operate an Occupational Sick Pay (OSP) scheme which provides sick pay to employees who are genuinely unfit for work in accordance with their service entitlements provided that you have complied with our requirements with regard to the reporting of sickness and the provision of self-certificates and medical certificates.

Length of Reckonable Service	Full Pay	Half Pay
During the first year of service	1 month	+ 2 months
During the second year of service	2 months	+ 2 months
During the third year of service	4 months	+ 4 months
During the fourth and fifth years' service	5 months	+ 5 months
After completing five years of service	6 months	+ 6 months

4.6.3   Managing Attendance

To aid its duty of care to its employees, patients and service users and to meet statutory and NHS requirements, we monitor sickness absence levels and reasons for absence using appropriate tools. Managers will use a range of tools, and processes outlined in the Managing Attendance at Work Policy if staff require actions or adjustments to maintain their attendance at work.

5. Our Policies

Our policies and procedures relate to our staff, facilities, health and safety, risk management and services provided to patients. You will find policies on the staff intranet. Listed below is a summary of key policies and guidelines you need to be aware of.

5.1 Health and Safety

5.1.1 Health and Safety Policy

We are committed to ensure as far as is reasonably practical that you are safeguarded fully in respect of health, safety and welfare whilst undertaking your role and duties. We will promote Health and Safety in the workplace by allocating sufficient resources to provide supervision, training, information and support to you. We will operate safe working practices and will regularly monitor management of delivery of all aspects of the health and safety policy.

You have a basic duty to take care of your own health and safety and that of others. In particular you must:

- Co-operate with the organisation and your colleagues in the observance of safe working practices.
- Carry out assigned tasks and duties in a safe manner in accordance with instructions, approved safe working practices, and any relevant safety procedures or directives.
- Make full and proper use of all personal protective equipment provided whilst at work in accordance with any training or instructions received.
- Consult your line manager if you become aware of unsafe conditions or practices, or if you are in any doubt about the safety of any situation
- If any accidents and incidents do occur you must report them to your line manager and complete incident reporting documentation as necessary so that the appropriate action can be taken and support offered.

5.1.2 Risk Management

Healthcare, like all other types of work, will present risks to staff, patients and others that come into contact with services, and all staff have a role in managing risks off all kinds. Within the department you work you should be aware of local policies and procedures that are designed to minimise risks and assessments of risk within the area and whether they are Health and Safety or Service risks.
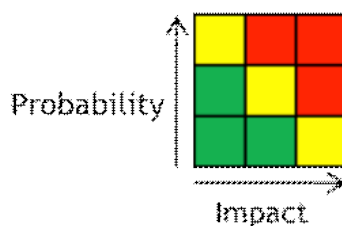
5.1.3   Fire Policy

All employees should be aware of the dangers of fires in all our properties, particularly in hospitals, and their duty to ensure that stringent fire precautions are taken and observed at all times.

It is your responsibility to:

- Attend mandatory training as required
- Know how to raise the alarm
- Know the position of fire alarm points
- Know the route of escape in case of fire
- Know the positions of fire extinguishers and how to operate them
- Know how to evacuate the patients if necessary

5.1.4   Smoking in the Workplace Policy

We are committed to providing a safe, healthy and smoke-free environment for staff, patients and visitors. The Smoking in the Workplace Policy aims to meet the requirements of health and safety legislation by assessing and reducing the risks to health caused by tobacco on employees and other users of the premises.

- Smoking, including e-cigarettes, is prohibited in all Trust buildings, grounds, car parks etc. and in vehicles owned or operated by the Trust whilst on Trust business.
- Many patients are seen in their own homes. Patients should be asked not to smoke in the presence of staff. If patients refuse or persist the staff member should seek the advice of their line manager.

5.1.5   Working Time Regulations

The regulations are a health and safety at work measure implementing the European Working Time Directive 1993. The Regulations provide for:

- Average weekly working time of 48 hours over reference period of 17/26 weeks
- Daily rest breaks at work (at least 20 minutes if working more than 6 hours)
- Minimum rest periods (daily – 11 hours in 24 hours) and weekly (24 hrs in 7 days)
- Night workers and requirement to offer free health assessments

In order to ensure we are fulfilling our obligation with regard to complying with the 48-hour limit, it is necessary for us to know whether or not you have other employment. Please ensure that if you have other employment (with us or another employer) that you inform your line manager.

5.1.6 Safer Moving and Handling

We aim to practice and promote safer moving and handling. We recognise that moving and handling cannot always be avoided however it can be undertaken safely for the benefit of all staff and patient groups. You will need to attend an initial training session followed by refresher courses at specified intervals.

The main purpose of this policy is to provide guidance for the management of all moving and handling activities of animate and inanimate loads, to ensure that risks to both staff and patients are reduced to the lowest level reasonably practicable. This is achieved by developing a proactive safety culture in which staff undertaking moving and handling tasks follow risk assessments, guidance and training provided by using appropriate process, techniques and when required equipment.

5.1.7 Infection Control

We are committed to ensuring infection prevention and control is a core part of our responsibility to safety. Hand hygiene, along with personal protective equipment (disposable gloves, disposable plastic aprons, face protection) form part of standard precautions for the prevention and control of infection.

Hands are considered one of the main routes of spread of infection. Therefore effective hand washing or decontamination with alcohol rubs is of paramount importance in the control of infection. Hand hygiene technique will form part of your induction programme.

5.1.8 Reporting of accidents/incidents/defects

Incident reporting is a key component of our risk management system. It informs our risk management arrangements and our decision making. The policy outlines the arrangements for incident reporting which will enable us to continuously improve the quality of services provided to patients and clients, by learning from incidents and near misses, and comply with our statutory and NHS requirements.

5.1.9 Safeguarding - vulnerable adults and children

The main purpose of these policies is to ensure that you know how to respond appropriately to concerns regarding the welfare and safety of any vulnerable adult or child with whom your role may bring you into contact. You will receive safeguarding awareness training which will help you recognise if someone is at risk of abuse and inform you which actions you should take.

5.1.10 Display Screen Equipment

The main purpose of this policy is to help reduce the likelihood of 'users' being affected by upper limb disorders and eyestrain. The incidence of these conditions is thought to be low, but the number of 'users' is high, thus making it a significant risk.

Staff who regularly use display screen equipment should consider the following advice:

Sitting

- Retain the spinal "S" curve by sitting correctly
- Adjust your backrest to support the lumbar curve
- Adjust your seat height so your elbows are at 90°
- Keep your wrists and forearms in line with your elbows
- Move your keyboard so you can rest your wrists
- Use window blinds or adjust lighting levels to eliminate glare
- Feet should be placed firmly on the floor unless identified in a DSE assessment that a footrest is required.

Establish a Varied Work Routine Where Possible

- Take regular short breaks away from the display screen
- Move your body position
- Have a system of work which includes breaks away from the display screen.
- During breaks try to do other activities that do not involve close reading or using your hands and wrists.

Try These Exercises

- Let your eyes rest – spend time refocusing your eyes on distant objects e.g. the view from a window – roll your eyes to look up, to the right, down and then left – cover your eyes for a while to rest from any glare.
- Neck relaxation – put your shoulders back, look up at the ceiling and relax neck.
- Roll your shoulders – let arms hang loose and roll your shoulders in a circular motion.
- Relax your fingers – alternate between making a fist and spreading your fingers.
- Hand/wrist relaxation – use one hand to bend the other hand to flex your wrist, repeat with the other hand.

5.1.11 Lone Working

Working alone presents some specific difficulties in providing risk control arrangements and the lack of immediate support calls for a different approach to risk controls. The principle concern is for lone workers personal safety.

Key points for lone workers:

- Staff should have a means of communicating to base.
- Staff at a central location should know where staff are likely to be.
- Staff should report to a central place or person when they start and finish work.
- Staff should report concerns about safety to their line manager, and incident report when appropriate.
- Where a re-occurring situation is identified a management plan should be formulated, actioned and reviewed when necessary.
- Information about individual risks should be readily available to all team members and should be obvious.

5.1.12 Information Governance

All employees working in the NHS are bound by a legal duty of confidence to protect personal information they may come into contact with during the course of their work. This is not just a requirement of your contractual responsibilities but also a requirement within the Data Protection Act 2018, General Data Protection Regulation (GDPR) and, in addition, for health staff and other professionals through their own professions Code(s) of Practice/Conduct.

During your induction you will be asked to sign a confidentiality form agreeing not to disclose confidential information concerning patients, and staff to unauthorised persons. In addition other information relating to the Trust's contracts may be regarded as commercially sensitive and should not be disclosed other than with authorised persons. Any breach will be subject to disciplinary action including Summary Dismissal.

The Information Governance Staff Handbook gives an overview of the key areas you need to be aware of and covers the following:

- Information Sharing
- Internet Security
- Smartcard Responsibilities
- Data Protection
- Freedom of Information
- Information Commissioner's Office (ICO)
- Data Quality – why we need to get it right
- Records Management
- Incident Reporting

5.1.13 Computer Security

Information regarding the use of e-mail and internet can be found in the Information Security Policy and you should refer to this document for a more comprehensive description of your responsibilities, and appropriate usage and password advice.

As a starting point in terms of e-mail and internet usage you must not:

- Transmit or access offensive, defamatory or illegal material (inappropriate material)
- Breach confidentiality of individuals or organisations
- Use the email system or internet for excessive personal use
- Take part in any online gambling or gaming activities
- Access an email account for which you are not authorised
- Download non work-related media or unauthorised software
- Distribute 'malware' or virus files
- Exceed your personal mailbox storage limit
- Access chat rooms

5.2 Conduct at Work

5.2.1 Equality, Diversity and Inclusion

We believe that people should be valued as individuals and are committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect and where individual differences and contributions of staff are recognised and valued.

We are committed to building equality and inclusion into policies, procedures and practices. We will keep under review our policies, procedures and practices to ensure that people are not disadvantaged.

We are also committed to providing services that meet the individual health needs and expectations of people who use our services. We will ensure that equality is embedded into the design and delivery of services to provide accessible, responsive community healthcare. This means delivering high quality services which ensure patients, service users, carers and members of the public are treated with dignity and respect and receive person-centred care.

All employees have a responsibility in the practical application of this and related policies. All employees are responsible for their behaviour and conduct within the workplace and to ensure that they treat all staff and those people with whom they have contact with in the course of their duty, with dignity and respect, ensuring they do not discriminate or encourage others to.

We recognise that equality in the workplace cannot be achieved through an Equality and Diversity policy alone. The policy forms the core statement of our philosophy and underpins commitments to achieve equality and fairness at work and other relevant processes are in place to support this policy.

Our Equality, Diversity and Inclusion Hub will signpost you to our staff networks and how you can get involved in making Shropcom a fully inclusive Trust.
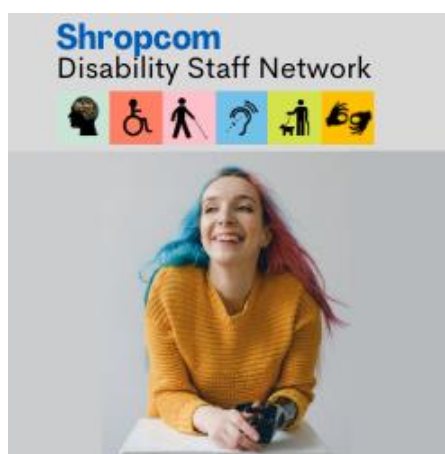
Disability Confident Scheme

The scheme supports us to make the most of the talents that disabled people bring to our workplace. The new standard is similar to the old 'two ticks' system but asks us to provide slightly different evidence of our commitment to employing people with a disability.

There are 3 levels designed to support employers on their Disability Confident journey and we are currently a **Disability Confident Employer** and working towards leader level.

Disability Confident Committed	Disability Confident Employer	Disability Confident Leader
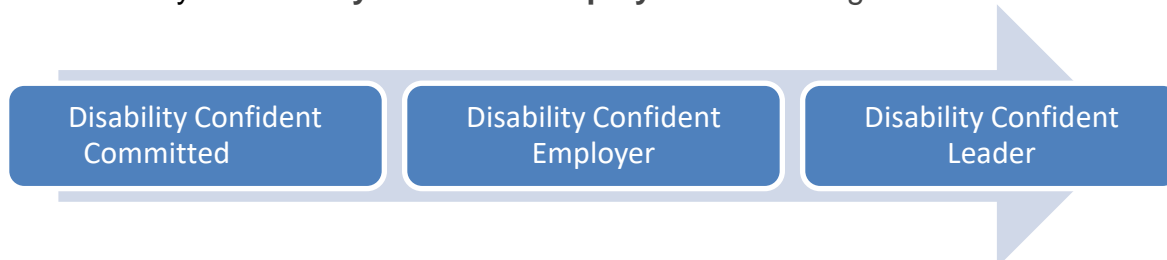
5.2.2   Code of Business Conduct including Conflict of Interests

The NHS, like all organisations which receive public funds, is required to demonstrate a high standard of conduct in the way it carries out its work. The purpose of the Code of Business Conduct is to outline the principles to be followed by each member of staff to ensure that this is the case.

Key Points for All Staff:

- Generally, gifts and hospitality should not be accepted.
- Where, by exception, an individual believes there is a case for acceptance, appropriate approval must be obtained;
- Any offer or receipt of a gift or hospitality must be recorded in the appropriate Register of Gifts, Hospitality and Sponsorship
- Money should only ever be accepted on behalf of a ward/clinical directorate and can only be used for the benefit of that ward/clinical directorate;
- It is the responsibility of all staff to raise concerns regarding staff business conduct.
- Staff with external employment should declare this to their line manager.

5.2.3   Duty of Candour

It is the legal duty of the Trust to be open and honest with patients when care has caused harm to them. This applies to incidents where the patient has died, or moderate or serious harm has been caused by the incident. Moderate harm means the harm has resulted in additional treatment, staying in hospital longer or having treatment elsewhere.

In terms of actions a member of staff has to tell the patient all the details known about the incident, how it is going to be reviewed and agree how we will keep them informed of the outcome of the review. There must be an apology given as part of this, which must be followed up in writing, giving the information outlined above and the outcome of any review. The Duty of Candour includes a requirement for written records and the Datix form includes space to include this. For further advice and support please contact either the Complaints Manager or Risk Manager.

5.2.4   Personal Relationships at Work Policy

We recognise that on occasions there will be the existence of and development of close personal relationships whilst at work. This policy describes the process for managing working arrangements in situations where employees have a close personal relationship and ensures that employees are aware of the Trust expectations. A 'close personal relationship' covers any close family relationship including relatives, as well as ongoing intimate relationships.

Key Points for All Staff:

- Any staff member with a close personal relationship to another staff member within the Trust must declare the relationship to their line manager.
- Any staff member with a close personal relationship with an individual within an external organisation that has links to or works with the Trust, must declare the relationship if a potential conflict of interest arises, e.g. financial gain, preferential treatment.
- The Trust will aim to create management structures which do not have reporting lines between staff who have a close personal relationship.
- A staff member should not be involved in any formal procedures which might affect the employment/position of any individual with whom they have a personal relationship (e.g. recruitment and selection, disciplinary, absence management, grievance, appraisal)
- Staff members in a personal relationship should not work together in any circumstance whereby a conflict of interest, breach of confidentiality or unfair advantage may be perceived to be gained as a result of the relationship.

5.2.5   Uniform and Non-Uniform Policy

We recognise that uniform and work wear need to project a professional image and encourage public trust and confidence. However dress and appearance are also linked to infection prevention and control, health and safety, manual handling and the moving and handling of patients.

The main purpose of the policy is to provide guidance to staff and managers from all disciplines and staff groups on dress and appearance which is aimed at contributing to the above. All staff, whether required to wear uniform or not and whether or not involved in direct patient care should present a professional image at all times.

Key Points for All Staff:

- Staff should be neat, clean and tidy at all times; good standards of personal hygiene must be maintained including hair and nails always being clean.
- Dress (uniform or otherwise) should allow for mobility and comfort, be appropriate to the role of the staff member, and contribute to the organisation's corporate image. It should always be clean, un-crumpled and well maintained.
- Staff should be easily identifiable by other staff, patients, families and visitors, wearing the identification badges provided by the Trust when engaged in Trust work but not at other times.
- Staff should wear safe, practical, clean footwear that is appropriate for their role and the environment they are working in taking account of Health and Safety regulations.

- Trainers and flip-flops are unacceptable although if physiotherapy staff are conducting sessions that require them trainers may be worn.
- Visible tattoos are discouraged and where present should not be offensive to others; where they are deemed to be offensive, they should be appropriately covered.
- Facial piercings (apart from ears) are not acceptable.
- Unacceptable items of clothing include shorts, lycra cycling shorts or leggings, flip-flops, baseball caps, mini-skirts, transparent or see through tops, low cut tops or trousers which reveal the midriff, clothing bearing inappropriate slogans/logos, holes, tears or rips.

5.2.6   Grievances and Concerns Policy

We aim to provide a working environment which promotes safety, teamwork and respectful treatment; it is the right of every person to be treated with dignity and respect at work. From time to time, issues or conflict may arise causing a person to feel aggrieved.

The purpose of this policy and procedure is to establish a process to allow all employees an equal opportunity to raise issues about their work, working conditions or relationships with colleagues that they wish to be addressed and where possible, resolved.

Staff are advised to raise issues informally with their line manager in the first instance, however where this does not resolve the matter staff are encouraged to use the procedure to deal with issues promptly and prevent matters becoming a cause for concern for individuals or the Trust.

5.2.7   Dignity at Work Policy

We believe that all employees have a right to be treated with dignity and respect at work. We are committed to creating a culture in which all employees have the right to be treated with consideration, dignity and respect, and oppose all forms of unlawful and unfair discrimination - this is central in supporting the achievement of our vision and values.

We recognise that bullying and harassment is inappropriate and unacceptable behaviour which will not be tolerated under any circumstances including bullying and harassment due to staff having protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The aim of this policy is to promote and encourage positive and supportive behaviour at work with a view to reducing potential for conflict and concerns in relation to working relationships. All employees are expected to comply with this policy and our values to ensure that such conduct does not occur.

Key Points for All Staff:
Staff should:

- Conduct themselves in a way which does not intimidate, cause offence or embarrassment to others, and be aware of and change behaviours which may cause offence, even if unintentional.
- Conduct themselves in a manner that encompasses our values.
- Help promote a working environment in which dignity of employees is respected.
- Report bullying and harassment through the appropriate channels.

5.2.8   Maintaining High Standards of Performance

We are committed to encouraging, engaging and supporting staff to perform to the best of their ability. We accept that performance can be variable from time to time and believe that this can normally be resolved by a line manager giving formal and informal support and advice to a member of staff.

The main purpose of this policy is to set out arrangements to ensure a fair, consistent and effective approach in handling situations where individuals are not performing to the standards expected in the role due to lack of skill, knowledge or aptitude.

5.2.9   Disciplinary Policy
We are committed to encouraging all staff to achieve and maintain high standards of conduct at work. The disciplinary policy sets the standards of conduct at work and provides a framework within which management action may be taken to ensure these standards are met and maintained.

5.2.10   Anti-Fraud, Bribery and Corruption

Fraud, bribery and corruption in the NHS reduce the resources available and can affect the services provided to patients and the quality of care.

Our Anti-Fraud service can be contacted if you suspect NHS Services are subject to fraud, bribery or corruption. The role of this service is to protect the resources of the NHS; this should be done in part by creating an effective anti-fraud, bribery and corruption culture within the NHS body they are responsible to, and then when necessary investigate and take action against any individuals or companies found to have acted inappropriately against the NHS, either by way of criminal prosecution or civil recovery.

We have an Anti-Fraud, Bribery and Corruption Response Policy, and an Anti-Bribery Policy and Procedure which sets out the procedure to be followed when raising a concern about any actual or suspected fraud, bribery, or corruption. For further information please have a look at the Anti Fraud pages on the staff zone.

All employees have a personal responsibility to protect the assets of our organisation. It is the responsibility of each member of staff to report any reasonable suspicions. No individual will suffer any detrimental treatment as a result of reporting reasonably held non-malicious suspicions. All concerns reported will be treated sensitively and in the strictest of confidence.

If you require any support or advice in respect of fraud matters or have any concerns you wish to raise then please contact the anti-fraud team directly:

Darrell Davies **Darrell.davies@miaa.nhs.uk**
Telephone: **07785 286381**

 Paul Kay Paul.kay@miaa.nhs.uk
 Telephone: 07990 082328

6. Staff Development

Our commitment to quality means we need a workforce that has the required skills, knowledge and attitudes, and which can continuously adapt to improve service delivery to meet the challenges and changes faced.

We see training and development as an essential investment in its own future and recognise that carefully planned and well delivered training and development increases efficiency and effectiveness at individual, team/unit and service levels, and most importantly results in improved service delivery.

6.1 Induction

We recognise that an effective induction process is an invaluable way of ensuring that new staff know and understand our values and the part they play in upholding these in the work they do. It is also an important way of helping new staff understand the services provided throughout the Trust and the relationships between different parts of the organisation in delivering these.

Induction marks the beginning of the relationship between us and is fundamental in setting standards and influencing patterns of behaviour for the future. Your induction will take place in a variety of ways including attendance at corporate induction, mandatory training, and a local induction in your work base.

Corporate induction has been designed to reflect the needs of both you and the Trust. During the sessions you will have the opportunity to engage with Managers and Directors, understand our culture, values and goals, understand how your service area or department fits into the organisation and the NHS as a whole, and have the opportunity to network and build relationships.

Following your attendance at Corporate Induction your manager will meet with you to begin your local induction so that you are familiar with key policies, key contacts and know where to obtain further information and support from.

As you and your manager discuss the various items and policies you will both need to sign the local induction checklist - see section 13. Following its completion, you should receive a copy of the signed checklist and the original should be kept in your personal file.

All clinical staff will need to complete clinical induction, your manager can help to facilitate this and it is hosted on Staff Zone/Clinical Education.

6.2 Mandatory Training

As a new employee you will attend corporate induction and, depending on your role, you will attend face-to-face training sessions and complete e-learning modules. As you settle into your role core mandatory training subjects are delivered via a mixture of face-to-face and e-learning sessions for clinical staff and non-clinical staff. You and your manager may identify and agree any additional role specific essential training or competencies you will need in order to keep you, the organisation and our patients safe.

6.3 Booking Training

You can book training, both e-learning and face-to-face sessions through our secure system, Employee Self Service.

Accessing ESR

When logged into a Trust device, your "desktop" will be populated with shortcut icons for a range of web pages and applications.
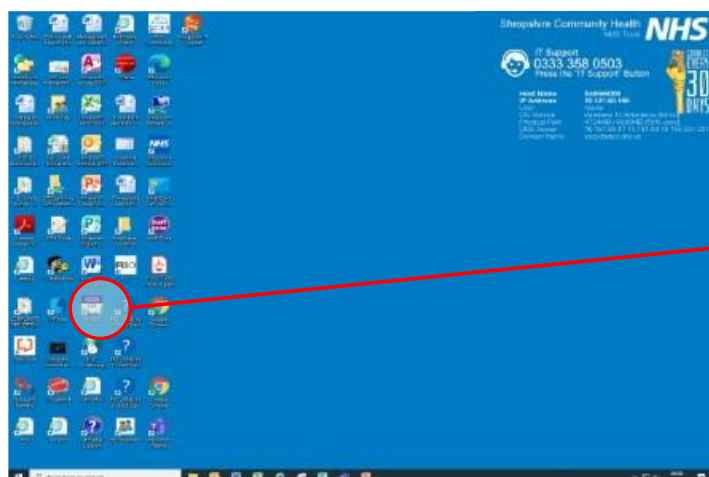

Double-click the ESR shortcut to open its web page.

If you have an NHS Care Records Service smartcard you will be able to use this to access the system. Otherwise, use your (ESR) e-learning username and password. If you don't have a username or have forgotten it, please email: shropcom.esrselfservice@nhs.net
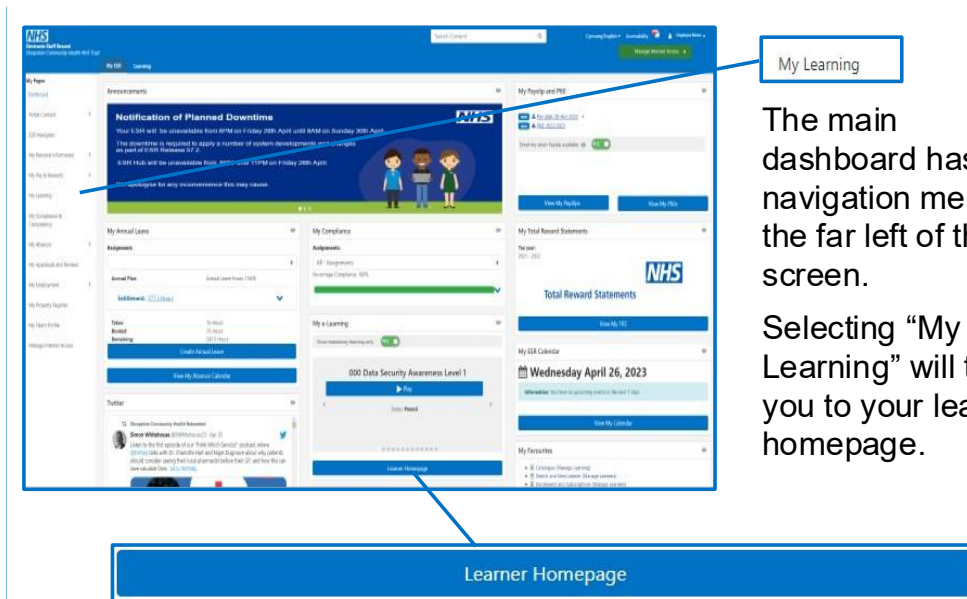
For your first log in, use the "Log in via Smartcard" option

You can set your own password to log in without your smartcard.
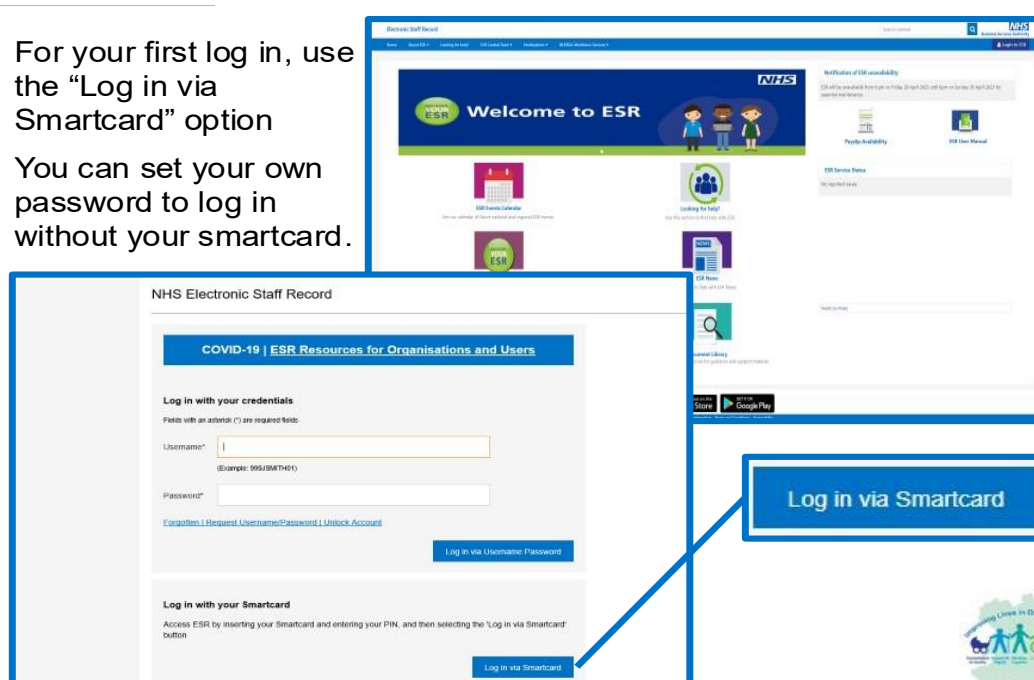
The Learner Homepage

The main dashboard has a navigation menu on the far left of the screen.

Selecting "My Learning" will take you to your learner homepage.

The dashboard also features several "Portlets", which are information displays and shortcuts for different tasks.

The My e-Learning portlet also has a link to the learner homepage.

If you can't access Employee Self Service due to a locked smartcard, you are now able to unlock your own smartcard as the Smartcard Team are unable to unlock smartcards remotely. You will need to complete one of the following steps.

- You are now able to unlock your own smartcard using the **NEW** Smartcard Self Service Unlock service. Here is the guidance : How to use self-service smartcard unlock - NHS Digital

- Alternatively, all **line managers** and **smartcard unlockers** in the Trust will be able to assist you in unlocking a user's smartcard using the Care Identity Management service portal.

If you need support to book training contact shropcom.esrlearningmanagement@nhs.net

6.4 New Employee Conversations (30, 60 and 90 days)

Retention of the workforce is a key priority for both Shropcom and the wider NHS. In the face of supply shortages across a number of staff groups, it is more important than ever that we retain our skilled and experienced workers. Changing organisations and roles can be an exciting new chapter but also it can be very daunting. Managers and colleagues can play a pivotal role in shaping that experience for you, our new starter.

Regular conversations with employees are an important part of the employment relationship and can help build trust, loyalty, and performance. They also help us to understand your day-to-day challenges, career aspirations and help identify areas for improvement.
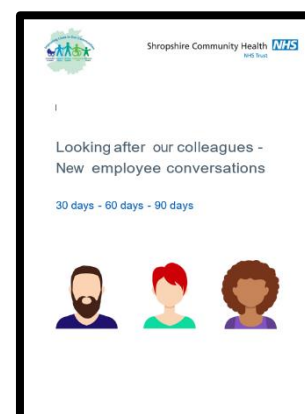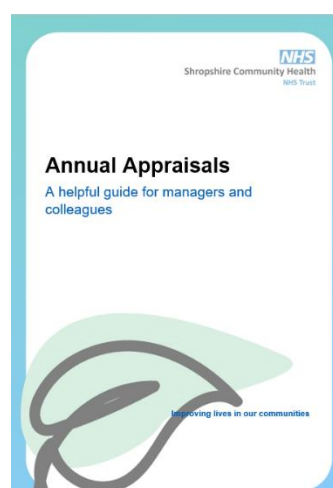
We have developed a discussion guide which is a practical tool to support you and your manager having these conversations at 30, 60 and 90 days into your role.

6.5 Appraisal

Appraisals are an annual process through which you and your line managers can reflect on your role within the previous year, objectives from any previous appraisal and to have meaningful conversations around achievements, wellbeing, support and development opportunities with SCHT.

Your appraisal is an opportunity for you to have protected time to discuss and review your performance and for your line manager to motivate, encourage and engage with you to plan your objectives and development for the coming twelve months.

On our Staff Zone you will find a discussion guide which is a practical tool to support you and your manager having these conversations.

7. Staff Health & Wellbeing

Whatever your background, whatever your job, whatever your interests, we all have one thing in common – our personal health and wellbeing needs should be a priority. To continue to care for others - both in our work and home lives - we need to stay healthy and feel well, physically and emotionally; by achieving this, we can gain the sense of balance required to enjoy life.

It is because everyone counts that we are embracing the principles of health and wellbeing at all levels within the organisation, providing you with strategies and benefits to help you achieve the work-life balance you need.

Our vision for Health & Wellbeing is to create a working environment which is beneficial to the health and wellbeing of our staff. All staff will be supported to maintain and improve their health and wellbeing and are encouraged to take reasonable steps to improve their own sense of health and wellbeing.

At a strategic level, the Board has acknowledged the role of health and wellbeing, and we are working to embed it into our organisational culture. Our goal is to inspire our staff to take a greater interest in their own health and wellbeing.
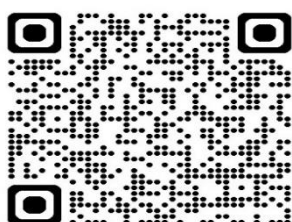
7.1 Occupational Health

Our Occupational Health Service is an impartial, confidential service that provides support on physical and/or emotional health issues which are potentially impacting work, and work issues potentially impacting health. The team consists of registered general nurses known as Occupational Health Advisers, trained, and experienced in occupational health, who are supported by an experienced administrator.

The service provides:

- Pre-employment health assessments
- Sickness absence referrals – advice for managers and support for staff
- Immunisation and vaccination programmes
- Health surveillance dependent upon work hazards
- Health promotion – including Health & Wellbeing days
- Signposting to counselling and supportive services
- Referrals for fast-track physiotherapy through the Trust's Physiotherapy team
- Menopause Clinics

You can get further information regarding the support that is available either by visiting our Occupational Health wellbeing hub, emailing the designated email address shropcom.hwb@nhs.net or using the QR code:

You can also contact the Occupational Health team directly by either ringing 01743 283280 or email shropcom.occhealthreception@nhs.net

7.2 Flexible Working

We recognise that a better work life balance can improve employee motivation, performance, productivity, and reduce stress in the workplace

We therefore want to support employees to achieve a better balance between work and their other priorities such as caring responsibilities, leisure activities, further learning, and other interests.

What is flexible working?

Flexible working is any type of working arrangement that gives some degree of flexibility on how long, where and when an employee works.

There are options for informal, trial, temporary or permanent flexible requests Examples for flexible working include:

- Changes to hours worked (full/part time working)
- Changes to working pattern
- Annualised hours
- Compressed hours
- Flexi-time
- Staggered Hours
- Term-time working
- Job-Sharing
- Home-working
- Remote working

How to access flexible working

You are encouraged to discuss directly with your line manager prior to submitting a flexible working request via the Electronic Staff Record (ESR). The Working Flexibly toolkit includes a document to help you get the most from your conversation with your line manager around flexible working.

Further information can be found in the Working Flexibly Policy

7.3 Health Passport

What is a Health Passport and who would benefit from this?

A Health Passport is a confidential document that is completed by a Shropshire Community Health NHS Trust employee who has a physical or mental health condition, neurodiversity, or disability and who may require temporary or permanent reasonable adjustments at work.

Under the Equality Act 2010 "a person is disabled if they have a physical or mental impairment which has a substantially adverse or long-term effect on their ability to carry out normal day-today activities" (Equality Act 2010).

The Health Passport aims to support staff to manage their health at work and remove obstacles in communicating their condition as they change role, department, or trust throughout their NHS career. This document is designed to allow individuals to easily record information about their condition(s) and any reasonable adjustments they may have in place and/or any challenges they might face in the workplace.

This is a portable document that is live, meaning it can be reviewed and adjusted if the employee's needs or role changes within the organisation. It is a best practice guidance document and should not be considered mandatory, rigid or exhaustive.

What do we aim to achieve with the Health Passport?

- That employees are adequately supported within the workplace across the Trust from the commencement of their employment.
- That the Trust meets its duties under the Equality Act 2010 to provide reasonable adjustments for employees, providing the impact it has on the service is considered.
- That the support provided by line managers is consistent across the Trust.

Where can I get a Health Passport?

Employees can find the Health Passport template in Appendix 1 of the guidance document or on the staff zone via the full document library search. New starters can request a copy from their line manager or the People Advisory Team.

For further information on the Health Passport please visit the staff zone page or read our Health Passport Guidance
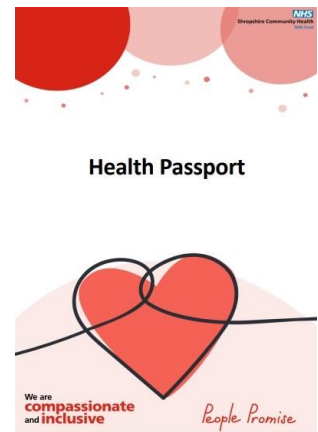
7.4 Reasonable Adjustments

What are Reasonable Adjustments?

Reasonable adjustments are changes or modifications made in the workplace to remove or reduce disadvantages experienced by employees with disabilities, physical or mental health conditions, or long-term conditions. These adjustments ensure that all employees have equal opportunities to perform their job effectively.

Who may need reasonable adjustments?

The term 'disabled people' includes a wide range of different people with different impairments which may or may not affect how they do their job.

- Employees with disabilities as defined by the Equality Act 2010, including conditions like diabetes, dyslexia, and depression.
- Employees with physical or mental health conditions that affect their ability to perform their job.
- Employees with long-term health conditions or injuries that may not fall under the legal definition of disability but still require support.

Many disabled people will not identify themselves as such. They may be embarrassed, or may think their condition just comes with age, or they may fear discrimination or even reactions at work.

You do not have to tell your line manager you are disabled, however we would encourage you to do so, to ensure that we can continue to create an environment where you feel safe and comfortable to talk about disability. Managers being aware of any disabilities in the workplace, means that reasonable adjustments and/or appropriate support can be put in place.

For further information on Reasonable Adjustments please visit the staff zone page or read our Reasonable Adjustments Guidance

7.5 Access to Work

What is Access to Work?

Access to Work is a publicly funded employment support grant scheme that aims to support people stay in work who have a physical or mental health condition or a disability. They can provide practical and financial support for people who have a disability or physical or mental health condition. Support can be provided where an employee needs support or adaptations beyond reasonable adjustments.

Access to Work support covers a wide range of interventions beyond reasonable adjustments associated with overcoming work-related barriers resulting from disability or physical or mental health conditions.

The support received from Access to Work will depend on individual need and individuals can apply for:

- A grant to help pay for practical support with work
- Support with managing mental health at work

Access to Work can be used for practical support whereby eligible employees could receive a grant to pay for things such as:

- Specialist equipment and assistive software
- Support workers, like a BSL interpreter, a job coach or a travel buddy
- Costs of travelling to work, if you cannot use public transport
- Adaptions to your vehicle so you can get to work
- Physical changes to the workplace.

How would I apply for Access to Work?

The responsibility to make an application to Access to Work lies with the employee, however this does not mean that the employee cannot be supported by their line manager to complete the application if they wish.

There are several ways to apply for Access to Work support including:

Online using this link: Access to Work: get support if you have a disability or health condition: Apply for an Access to Work grant - GOV.UK

Telephone by calling the Access to Work helpline on 0800 121 7479 or textphone: 0800 121 7579

For further information on Access to Work please visit the staff zone page or read our Access to Work Guidance
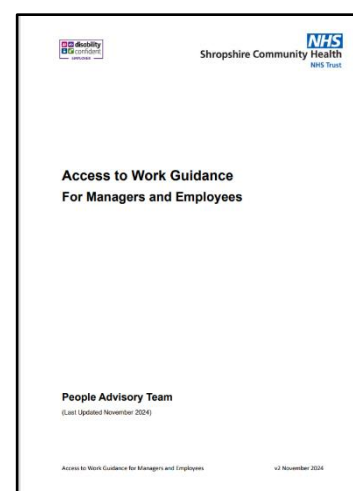
8. Staff Benefits

8.1 Vivup Portal

Vivup has been our provider of staff benefits since 2015 and provides access to the following:

1. Salary Sacrifice Cycle to Work Scheme
2. Home and Electronics payroll pay scheme
3. Bike shop payroll pay scheme
4. Access to Tusker Car Salary Sacrifice via Vivup Platform

Through Vivup staff can access salary sacrifice schemes - you give up part of your salary and, in return, we give you a non-cash benefit. Once you accept a salary sacrifice, your overall pay is lower, so you pay less tax and National Insurance.

What happens once an order is placed?

Once an order is submitted eligibility criteria is worked through using our ESR system prior to approval and the following initial checks are carried out:

1. Does the individual have a permanent or fixed term contract that covers at least 12 months (to enable full payment through the scheme)?
2. Does the employee number and the National Insurance number match those given on the order application
3. Does the address given on application match the address held on ESR?
4. Home and Electronics scheme offers a wide range of products; employees may only enter into a maximum of 5 schemes at any one time. Any employees with more than 5 schemes will not have further orders authorised until one or more schemes have come to an end.
5. Is the employee involved in a formal process which may have an impact on salary or employment status?

If any of the above requirements are not met then the order will be rejected. Providing that the order has not been rejected the following additional checks are undertaken.

1. National Minimum and/or Living Wage check
2. Order details check

Once all checks are complete and satisfactory your order is approved and Vivup will process your order.

Internally your staff benefits contact is: tracey.neal@nhs.net

To create an account and access staff benefits visit Vivup.co.uk and Register for an account with Vivup staff benefits

Home and Electronics
Order your products and pay monthly through your salary for 12 months.

Cycle to Work Scheme
The scheme offers Trust employees a tax-efficient way to have the use of a bicycle for travelling to and from work. The scheme offers employees the opportunity to loan cycling and safety equipment from local shops participating in the scheme or order online through the portal.

Car Benefit Scheme (New and Pre-loved)
The Car Benefit Scheme from Tusker is a salary sacrifice scheme when a fixed monthly amount is taken directly from your gross salary and in return, you get the use of a brand new electric or plug-in hybrid car.

The reduction to your gross salary is made before income tax and National Insurance although, under the scheme you will need to pay Benefit in Kind as the car is being provided as a benefit by your employer.

Pre-loved Vehicles
In addition to brand new electric or hybrid vehicles, Tusker also offer Pre-loved cars through our salary sacrifice scheme. These are cars that have had a previous Tusker driver and are ready to be chosen by a new driver. The cars are handpicked for their condition and quality and have the full-service history and background of the car.

Cars will be brought up to the BVRLA Fair, Wear and Tear standard to ensure the cars are in the best condition possible for you, but any imperfections will be noted on the car images, so you are fully aware when you are ordering.

How can I find out more information?

To learn more about the Pre-loved cars please read the **Pre-loved guide**

To see the range of new and pre-loved cars available, and to get a quote, simply visit the Vivup benefits portal and register/log in, select **Car Scheme** and access the scheme.

Tusker has an Employee Engagement Team who offer support and guidance to make sure you fully understand the scheme. They can also help you choose the right car to suit your needs and lifestyle.

If you need a hand with the site or you want to chat to Tusker about ordering a car, you can get in contact by phone: **0333 400 7431** or email: EETeam@tuskerdirect.com

8.2 Health Service Discounts

Health Service Discounts (formally NHS Discounts) is a service open to all NHS staff and their families which gathers top brand discounts together in one place in order to save you money. In order to gain full access to the discounts staff can register for free by visiting healthservicediscounts.com/

8.3 Staff Lottery

We administer the Shropshire Health Trusts staff lottery. All employees of Shropshire Community Health NHS Trust, Shrewsbury and Telford Hospitals NHS Trust and Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust are eligible to join.

The Lottery costs £1 per number per month with 50p going to the Trust's charitable fund and the other 50p going into the lottery prize fund.

The prizes available each month are: 1 x £500; 1 x £250; 1 x £100; 1 x £50 and 12 x £25

If you require any further information please contact the Lottery Administrator, Wendy Hall on 01743 730538 or email wendy.hall10@nhs.net

8.4 Information about Childcare Support

We are dedicated to supporting our workforce and improving the work life balance of our staff. There are many ways you can gain financial help with the cost of childcare.
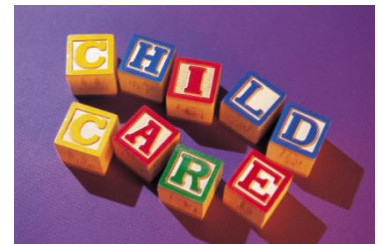
Tax Efficient Childcare (TEC) Scheme
Limited childcare places with specific childcare providers are offered to staff as a non-taxable benefit.

How the Scheme works

- The cost of your childcare is top sliced from your salary (via a salary sacrifice scheme) resulting in you paying less in Tax, NI and pension contributions.
- The scheme is open to staff employed by the county's NHS Trusts.
- There is no restriction on how much of your salary you convert to pay for your childcare (provided your salary does not reduce below the national minimum hourly rate or the lower earnings limit), and the Trust manage your monthly salary reductions and ensure that the fees are paid to the childcare provider.
- You must remain in the scheme for a minimum of 12 months paying the same payment consistently (unless you have major life style change within this period which include the child leaving childcare to go to school, the parent leaving employment, the parent changing their contracted hours, the parent taking maternity leave).

Participating childcare providers are detailed below:

Daisy Chain	Mytton Oak Nursery on RSH site Old Hall, Stanley Road, Wellington	01743 – 243257 01952 - 250035
Early World	Hadley Park, Telford Stafford Park, Telford Welshpool Road, Shrewsbury	01952 – 272700 01952 – 292900 01743 – 232500
Honeybuns Nursery	17 Whitchurch Road, Wellington	01952 – 246002
Peter Pan Nursery	Oswestry on RJAH site	01691 – 404427

To discuss the TEC scheme in more detail please contact Shirley Milner in Pay Services on 01743 492331 or email shirley.milner@nhs.net

If you are currently using the TEC scheme to pay for childcare and are thinking of taking maternity leave please contact the pay services department as early as possible to discuss this as this may affect your occupational maternity pay.

Other Childcare Costs Options

To understand what financial help with childcare costs may be available, you may wish to visit www.childcarechoices.gov.uk . The Government site provides information on a variety of options including:

- Tax-Free Childcare (for working families)
- 15 hours free childcare (age 2 year old children)
- 15 hours free childcare (age 3-4 year old children)
- 30 hours free childcare (age 3-4-year-old children)
- Tax credits for childcare
- Universal credit for childcare

9. Trade Unions and Professional Organisations

Employees are encouraged to join a trade union or professional body, and those who join can acquire general advice and support as well as representation at formal meetings such as sickness absence, disciplinary or grievance meetings.

9.1 Recognition Agreement

We have signed a 'Recognition Agreement' with trade unions and professional organisations (TUPO) which means we consult and negotiate with the recognised bodies on relevant issues of employment and health, safety and welfare. The TUPO representatives work on behalf of their members and all employees can join a trade union or professional organisation without prejudice.

The following trade unions and professional organisations have signed the recognition agreement:

- British Dental Association
- British Medical Association
- Chartered Society of Physiotherapy
- Royal College of Nursing
- Society of Chiropodists and Podiatrists
- Unison and British Association of Occupational Therapists
- Unite and Community Practitioners and Health Visitors Association and Royal College of Speech and Language Therapists

9.2 Joint Negotiating Partnership (JNP)

We work closely with our recognised trade unions and professional organisations and meet formally as the Joint Negotiating Partnership.

The JNP meets every month in the line with the Recognition Agreement and ensures that staff views are represented. Feedback is given to members; negotiations are undertaken and active consultation and participation in the Trust's activities takes place.

9.3 Local Negotiating Committee (LNC)

The LNC meets once a quarter to ensure that matters solely or substantially affecting medical and dental staff are discussed, negotiated and agreed with feedback to members.

10. Freedom to Speak Up
Raising Concerns (Whistleblowing) Policy

Our values guide everything we do to improve lives of patients in our community. We believe in a commitment to quality, respect and dignity, working together, compassionate care and ensuring that everyone counts – patients, their families, carers and staff.

We are trying to achieve an environment where everyone can live our values to ensure patients, their families and carers get the best possible care always, where we learn from our mistakes and staff think this is a great place to work.

Speaking up about any concern you have at work is really important. In fact it's vital because it will help us to keep improving our services for all patients and the working environment for our staff.

You may feel worried about raising a concern, and we understand this but please don't be put off. In accordance with our duty of candour, our senior leaders and entire board are committed to an open and honest culture. We will look into what you say and you will always have access to the support you need.

We positively encourage an open and transparent approach to raising concerns. Generally speaking, a whistleblowing concern is about a risk, malpractice or wrongdoing that affects others, and an individual raises information as a witness.

To support this, we have a *Freedom to Speak up Guardian*. This role has come out of the Francis Report and has a key role in helping to raise the profile of raising concerns in our Trust and providing confidential advice and support to staff in relation to concerns you may have about patient safety and/or the way their concern has been handled. Guardians don't get involved in investigations or complaints but help to facilitate the raising concerns process where needed, ensuring organisational policies are followed correctly.

If you don't feel able to raise the concern with your line manager or a member of the management team then you can contact our Freedom to Speak Up Guardian, David Ballard.

You can contact David at: shropcom.speakup@nhs.net

Freedom to Speak Up Guardian, Shropshire Community Health NHS Trust, Mount McKinley, Shrewsbury Business Park, Anchorage Avenue, Shrewsbury. SY2 6FG

Please be aware that this policy is not for employees with concerns about their individual employment or own private circumstances such as bullying, harassment or discrimination that affect only them; that type of concern is better suited to our Grievances and Concerns Policy or the Dignity at Work Policy.

11. Useful Contacts

Head Office: Mount McKinley Reception	01743 - 277500
Shrewsbury Business Park, Anchorage Avenue, Shrewsbury. SY2 6FG	

Anti-Fraud	Mersey Internal Audit Agency (MIAA) Anti-Fraud Team Darrell Davies Darrell.davies@miaa.nhs.uk 07785 286381 Paul Kay Paul.kay@miaa.mhs.uk 07990 082328
Infection Prevention Control	01743 - 730510
IT Helpdesk	0333 358 0503
Resourcing Services: *Recruitment* *E-Roster* *Temporary Staffing*	**Hannah Taphouse** Recruitment Lead Email: Shropcom.recruitment@nhs.net General Tel: 01743 730546 **Angela Christie** E-Roster Manager Email: Shropcom.e-rosterteam@nhs.net **Claire Conway** Temporary Staffing Lead Email: Shropcom.bankagency@nhs.net General Tel: 01584 666069
Workforce (ESR)	Email: shropcom.esrselfservice@nhs.net
Organisational Development	Contact David Ballard via MS Teams or chat Email: david.ballard@nhs.net

Occupational Health	01743 - 283280
Shropshire Rehabilitation Centre, Lancaster Road, Shrewsbury SY1 3NL	
Optima Counselling (NoSS)	**01978 – 780479** **reception@noss.uk.com**

Pay Services	
2 Douglas Court, Anchorage Avenue, Shrewsbury. SY2 6LG	

SCHT Payroll Department	Email: sath.payservices-scht@nhs.net Email: nicola.walford@nhs.net 01743 492333 / 492342 / 492343 / 492353
Pensions Department	Email: sath.pensions.general3@nhs.net 01743 492412 / 492344 / 492348
Travel Expenses	01743 492352 / 492335
Childcare Schemes	01743 492331

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12.   Feedback and Evaluation

Now that you have been working with us for a few months and settled into your role, it would be appreciated if you could spend a few minutes letting us know if you have found the Staff induction Handbook useful; your feedback is very valuable to us.

Name		Contact Details: Email or Telephone Number
Manager		
Job Title		
Date Started Role		

What is your overall impression of the **Staff Induction Handbook** in the following areas:	EXCELLENT ☺☺	GOOD ☺	AVERAGE 😐	POOR ☹	Comments
Was the content relevant and informative?					
Was the content easy to follow and well organised?					

What did you most like about the Induction Handbook?	
Are there topics which haven't been included in the induction handbook which you feel would be useful to include for future staff?	
What would you recommend changing about the Handbook?	

Following completion of this feedback form please detach and return to:

Human Resources
Mount McKinley
Shrewsbury Business Park
Shrewsbury
SY2 6FG

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13. Local Induction Checklist

This checklist should be used for individuals who are employed directly or indirectly within Shropshire Community Health NHS Trust on a permanent, fixed term, temporary or rotational **contract of greater than 8 weeks duration. This must be completed within the first month of commencement.** The checklist should be signed by both the manager and the employee to confirm that each item has been discussed.

Bank Workers should receive a department induction with their manager and the checklist can be found in the Management of Corporate and Local Induction Policy.

Pre-Employment	Completed and Signed		
	Manager	**Employee**	**Date**
1. Ensure that reasonable adjustments under Equality Act discussed and made where necessary.			
2. Transport/parking arrangements/check business use insurance.			
3. Arrange phone, IT equipment and complete IT Setup form for system access and nhs.net email address.			
4. Does the individual's role require a login to access DATIX records? (Team Leaders, Service Managers etc) If so, contact the Risk team to arrange. NOTE - All staff can report an incident by clicking on the DATIX web icon on desktop – this does not require a DATIX login.			
5. Plan induction programme with the team.			
6. Identify and brief a 'buddy' to be a contact point and provide support to new staff member during their first few weeks at work.			
Areas to be covered by the end of the first day	Completed and Signed		
	Manager	**Employee**	**Date**
1. Induction process explained (Staff Induction Handbook, Corporate Induction, Local Induction, 30/60/90 days conversations). Clinical induction to be discussed and completed online by all clinical staff before clinical patient contact.			
2. Discuss and review any reasonable adjustments put in place are still appropriate. Managers and individuals may find the following staff zone pages and guidance documents helpful to support discussions: Health Passport Guidance Reasonable Adjustments Guidance Access to Work Guidance			
3. ID Badge and Smartcard to be provided to new starter.			
4. Introduce team and 'buddy'			
5. Cloakroom/toilets/lockers/canteen/break facilities			
6. Introduction to the Trust and Trust organisation chart			
7. Local organisation chart			
8. Useful telephone numbers and explain telephone calls and communication systems			

9. Discuss SCHT website and Staff Zone You or your Line Manager can request access (using a Trust device) by completing the IG Support Request form. Select 'Website' from the [Request type] drop-down, 'Staff Zone access' from the 'Website Support Category' and complete the additional fields for Staff Zone accounts.			
10. Discuss hours, rotas, duties and phased introduction to duties and Working Time Directive 1998			
11. Book review meeting with Manager/Supervisor for end of week			
12. Confidentiality Code of Conduct explained and form signed https://staffzone.shropcom.nhs.uk/smii/doclib/10304.docx			
13. Information Governance explained: • General Data Protection Regulation (GDPR) • Data Protection Act 2018 • Freedom of Information/Information Sharing https://staffzone.shropcom.nhs.uk/smii/doclib/10643.pdf			
14. If staff member has been supplied with Trust electronic devices such as a mobile phone and laptop, it has been explained that they can only use Trust devices in their role in line with Trust Information Governance training and should never use personal devices (such personal mobile phone) for confidential work. The Trust has policies and guidelines relating to the use of electronic equipment and digital systems, and those relevant to role have been discussed with staff member, for example: • Best Practice - Security Guidance for Mobile Devices • Staff Mobile Phone Policy • Clinical Photography Guidelines • Photograph and Video Recording Guidance • Access and use of email			
15. Explain why data quality is crucial in supporting patient care, and clinical governance and how staff have a responsibility for this this https://staffzone.shropcom.nhs.uk/smii/doclib/10418.pdf			
16. Check, identify and book relevant mandatory training Staff Zone: Mandatory Training			
17. Explain annual leave entitlement and booking procedure https://staffzone.shropcom.nhs.uk/smii/doclib/10245.pdf			
18. Working Flexibly (for Work Life Balance) policy https://staffzone.shropcom.nhs.uk/smii/doclib/14107.pdf			
19. Time off Work for Public Duties (including military training) https://staffzone.shropcom.nhs.uk/smii/doclib/14186.pdf			
20. Explain sickness absence procedure and policy https://staffzone.shropcom.nhs.uk/smii/doclib/10601.pdf			
21. Smoking in the Workplace Policy explained https://staffzone.shropcom.nhs.uk/smii/doclib/10603.pdf			
22. Unit tour, emergency procedures, fire escapes/exits/location of fire extinguishers/break glass points/Fire Policy/safety https://staffzone.shropcom.nhs.uk/smii/doclib/10369.pdf			
23. Health & Safety Policy and Risk Management https://staffzone.shropcom.nhs.uk/smii/doclib/10386.pdf			

	Manager	Employee	Date

24. Safer Moving and Handling training to be completed:
 	
   Clinical staff: E-Learning and Practical
   825c Manual Handling Awareness Low Risk - 3 Year Certification
   AND 825 Safe Handling - High Risk - Level 2 - 3 Year Practical
 	
   Corporate staff: E-learning Module
   825c Manual Handling Awareness Low Risk - 3 Year Certification			

25. Infection control https://staffzone.shropcom.nhs.uk/smii/doclib/10414.pdf			

26. Incident reporting including serious incidents and Duty of Candour
   https://staffzone.shropcom.nhs.uk/smii/doclib/10866.pdf
   https://staffzone.shropcom.nhs.uk/smii//doclib/10407.pdf			

27. Safeguarding
   Safeguarding Children Policy
   Staff Zone: Safeguarding Children
   Staff Zone: Safeguarding Adults			

28. Clinical Governance & Healthcare Standards Manager to signpost to relevant information for particular service			

Areas to be covered by end of first week	Completed and Signed		
	Manager	**Employee**	**Date**
1. Site tour			
2. Start meetings with key people			
3. First meeting with buddy			
4. Review meeting with supervisor/manager Discuss the requirements of new job and the standards expected. Explain the purpose of the 30, 60 and 90 day conversations and book dates in diaries for those conversations.			
5. Agree any additions to induction programme			
6. Agree reasonable development needs			
7. Book weekly review meetings to end of first month			
8. Internet/e-mail use and how to access and computer security			
9. Workstation Assessment and other dept. risk assessment			
10. Trade union membership and JNP meetings			
11. Vivup staff benefits on Staff Zone – Registering for website, Cycle to Work Scheme, Home and Electronics scheme etc.			
12. Occupational Health/NOSS Counselling service Occupational Health			
13. Agree reasonable equipment needs			
14. Preventative and Protective Equipment (PPE)			
15. Alcohol and Drugs – Manager to explain standards expected.			
16. Financial Controls Manager to signpost and discuss relevant information for role.			

17. Pay Services explained.			
18. Time Sheets explained. 19. Travel Expenses explained.			
20. Business Conduct / Gifts and Donations https://staffzone.shropcom.nhs.uk/smii//doclib/10295.pdf			
21. Disciplinary Policy and Procedure https://staffzone.shropcom.nhs.uk/smii/doclib/12246.pdf			
22. Equality and Diversity & Disability Confident Scheme https://staffzone.shropcom.nhs.uk/smii/doclib/10356.pdf Diversity and Inclusion Hub			
23. Grievance and Concerns Policy and Procedure https://staffzone.shropcom.nhs.uk/smii/doclib/10381.pdf			
24. Dignity at Work Policy https://staffzone.shropcom.nhs.uk/smii/doclib/12135.pdf			
25. Maintaining High Standards of Performance Policy https://staffzone.shropcom.nhs.uk/smii/doclib/10457.pdf			
26. Whistle-blowing Policy https://staffzone.shropcom.nhs.uk/smii/doclib/10638.pdf			
27. Safer Food Handling Manager to signpost and discuss relevant training or information			

Areas to be covered by the end of the first month	Completed and Signed		
	Manager	**Employee**	**Date**
1. Local competency assessment and documents			
2. Organisational Development – training and learning			
3. Library Service **-** Library Service Access			
5. Fraud Guidance - Anti-Fraud Service			
6. Security Management - Security Management			

Departmental Issues – **Examples below and add as necessary**	Completed and Signed		
	Manager	**Employee**	**Date**
1. Local records management arrangements			
2. Location of emergency equipment			
3. Local Competency Booklet/Documents supplied and discussion regarding assessment and agreed timelines			
4. Tap flushing awareness.			
Medicine management procedures for clinical staff 1. Have the Medicines Policies been read?			
2. Have the Medicines Management Procedures been read as required by individual department? (nurses)			
3. Has individual read relevant Trust procedures concerning prescribing? (all clinical staff)			
4. Prescribing, administration, ordering procedures discussed. 5. Has an Escript log in and training session on using Escript been undertaken (GP's)?			
Medical device management			

When all items have been completed this page should be signed by the manager and the employee/worker. A copy of the checklist should be placed in the employee's personal file and a copy given to the individual.

I confirm that I have been informed about and understand all of the above items relevant to my employment/time with Shropshire Community Health NHS Trust.

Name of employee/worker

Signature of employee/worker

Date

I can demonstrate to my line manager that I am able to correctly use the devices issued to me by the Trust i.e. Mobile Phone, photography on mobile phone, access to emails and other digital systems.

Name of employee/worker

Signature of employee/worker

Date

I confirm that the above local induction programme has been completed for the above individual and the form will be placed in the individual's personal file in line with the Data Protection Act 2018

Name of Manager
or delegated authority

Signature of Manager
or delegated authority

Date

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