

Student Handbook



Name: _____

Start date: _____ Finish date: _____

Placement site: _____

Mentor(s): _____

Contact details for our hospice sites are below.
You can also find information and maps on the St Ann's website:
www.sah.org.uk/contact-us

Heald Green

St Ann's Road North,

Heald Green,

Cheadle,

Cheshire, SK8 3SZ

Telephone: **0161 437 8136**

Fax: **0161 498 3671**

Practice Development Centre Coordinator: Abby Evans

aevans@sah.org.uk



Little Hulton

Meadowsweet Lane (off Peel Lane),

Little Hulton,

Worsley,

Manchester M28 0FE

Telephone: **0161 702 8181**

Fax: **0161 790 0186**

Practice Development Facilitator: Elaine Sigsworth

esigsworth@sah.org.uk



Neil Cliffe Centre

Wythenshawe Hospital,

Southmoor Road,

Wythenshawe,

Manchester M23 9LT

Telephone: **0161 291 2912**

Fax: **0161 291 2968**



Welcome to St Ann's Hospice

We hope you enjoy your experience here with us, fulfil your learning objectives and be part of our team. This handbook is to provide you with information for your placement.

About St Ann's Hospice

Our history

We were founded in 1971 and are a charity that has been caring for patients with life-limiting illnesses and their loved ones ever since.

In 1967, it was recognised that a hospice was needed in Manchester. In 1967, Dr Moya Cole, from The Christie Hospital, informally approached the Bishop of Manchester, the Right Reverend Dr William Greer, asking if local churches would join together to set up a hospice

St Ann's Hospice in Heald Green received its first patients on 17 May 1971. Her Majesty Queen Elizabeth, The Queen Mother, officially opened the hospice in June 1971. The need for a hospice in Greater Manchester was shown by fast uptake of its services.

It quickly became clear that expansion was needed, and, in 1975, planning began for a second hospice in the City of Salford to extend care across North Manchester. In 1979, with the tremendous support of the Greater Manchester community, the appeal reached its target of £600,000. The first patients were welcomed at the Little Hulton site on 9 April 1979.

St Ann's Hospice adopted the running of the Neil Cliffe Centre at Wythenshawe Hospital in 1998. The Centre was founded by local businessman Neil Cliffe, who realised he had nowhere to get support when he had cancer. After an extensive fundraising appeal, including a 'Buy a Brick' campaign, the centre was opened and its work continues today, providing support and rehabilitation for patients right through their illness – from diagnosis, through treatment, and afterwards too.

Our Purpose

We support patients from right across Greater Manchester from our three sites in Heald Green, Little Hulton and the Neil Cliffe Centre in Wythenshawe Hospital, and also have dedicated teams of community and Hospice@Home professionals caring for people in the place they call home.

Our support means different things to different people. Some people come to us for care at the end of their life, others for help managing their symptoms. Some join our day care sessions, while others enjoy complementary therapies or spend time with our counsellors.

This care is based on the simple idea that a person who has a life-limiting illness, or is dying, is still very much a living person, with unique physical, emotional, social and spiritual needs.

We are a registered independent charity and only a third of our funding comes from the NHS so, as a charity, we need to raise around £20,000 a day to keep our doors open. Our care is free, at the point of care for our patients and carers.

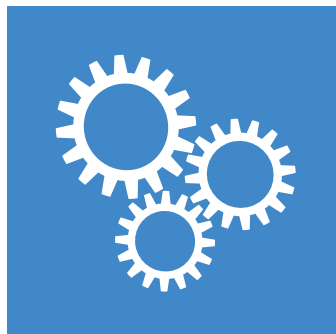
The hospice has more than 350 staff who work tirelessly to help improve the lives of our patients.

We also rely on our army of almost 800 volunteers who support us in so many ways – from running our coffee shop and providing visitors with a much-needed cup of tea, to tending to the hospice gardens, working in our charity shops or supporting staff on our wards.

We simply couldn't continue to provide our care without their help, and are hugely grateful to each and every one of them for all their support

Our Values

We have four values: inclusive, professional, compassionate, and respectful. Anyone coming into contact with St Ann's, whether as a service-user, supporter, staff member or shop customer, will experience the same level of care and professionalism upon which we have built our reputation and brand. We operate within the framework of these four core values. Staff and volunteers alike aim to uphold these values, irrespective of their role. We recognise and adopt appropriate behaviours which allow us to always work within our values



Inclusive

recognising and accepting that everyone is different.

Professional

aspiring to be the best in everything that we do.

Compassionate

providing a safe, secure and a caring environment for everyone.

Respectful

treating everyone with dignity and respect.

For more information about our history and values, please use this link:

<https://www.sah.org.uk/about-us/hospice-values/>



What is palliative care?

Palliative care is the active holistic care of patients with advanced progressive illness. Management of pain and other symptoms, and the provision of psychological, social and spiritual support is paramount. The goal of palliative care is the achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.

Palliative care aims to:

- ✓ Affirm life and regard dying as a normal process
- ✓ Provide relief from pain and other distressing symptoms
- ✓ Integrate the psychological and spiritual aspects of patient care
- ✓ Offer a support system to help patients live as actively as possible until death
- ✓ Offer a support system to help the family cope during the patient's illness and in their own bereavement (The National Council of Palliative care 2015)

Our Services

We care for the whole person, and our teams can help you with your emotional, social and spiritual needs. Our supportive outpatient services are provided to help the patient manage symptoms, gain more confidence, maximise independence, and improve the quality of their lives.

Bereavement support can help people come to terms with their loss. We can provide support to anyone who is connected to the patient who has died – whether that is a friend, family member, carer or partner. The patient could have been receiving services as an inpatient, in day therapy or through our community services. We usually send a letter to the main carer or relatives within six weeks of the bereavement to offer support, but anyone who was close to the patient can refer themselves by contacting us direct. We can provide bereavement support either at the hospice or in your home. This service is free, confidential and provided by professional hospice staff and trained, supervised volunteers.

Complementary therapy can help to relieve stress and tension and promote feelings of wellbeing and aid relaxation. Therapies are used as a complement to existing medical treatment.

Community Specialist Palliative Care team (Salford) is a specialist resource working with the GP and district nurse team. Following an assessment, we can deliver ongoing support to either the patient or their GP and district nurse team where needed.



The **Rehab team** comprises the Dietitian, Occupational Therapy, Lymphoedema, Physiotherapy and Complementary Therapy teams.

The **Dietitian** offers patients advice and guidance about nutritional problems and needs.

The hospice's **Occupational Therapists** help patients to regain and learn new skills to optimise their independence with every day activities. This could be done through advice, learning new techniques or providing equipment. They can also offer advice on managing fatigue and stress.

Our **Lymphoedema** service is designed to help the patient to manage the symptoms of lymphoedema, through individual sessions with a trained member of staff.

Our **Physiotherapists** can help patients if they have difficulty with movement for reasons such as weakness, pain, swelling or breathlessness. The aim of treatment is to help make the most of mobility, reduce discomfort and enhance independence. Family members and/or carers are also welcome to seek advice on helping patients with safer and easier movement.

The **Complementary Therapists** at St Ann's offer patients and carers aromatherapy, therapeutic massage, reflexology, Reiki and Indian head massage to help relieve tension and promote relaxation.

Our **Outreach Complementary Therapies service (central and parts of North Manchester)** is available to patients who are unable to leave their home to receive a complementary therapy because they are too ill, find travelling difficult or for other reasons. The complementary therapies offered are aromatherapy, therapeutic massage, reflexology and reiki, and this service is also open to the patient's principle carer.

Supportive and Rehabilitative Outpatients (Neil Cliffe Centre, which is based at Wythenshawe Hospital) services are designed to help patients and their carers, families and friends cope better with their unique situation and to improve their quality of life.

Hospice@Home teams (Salford and Trafford) know that caring for someone at home can place both physical and emotional strain on families, friends and carers. Our team of nurses and nursing assistants can help by offering nursing care and support. They work in partnership with district nurses, specialist palliative care nurses and other community services.

We also have Inpatient and Day Therapy units in our Heald Green and Little Hulton sites.



Team Uniforms

Clinical Services Manager

Navy blue dress with red trim /tunic/trousers

Ward Manager

Navy blue dress/tunic/trousers

Practice Development Facilitator

Royal blue dress/tunic/trousers

Sister/Charge Nurse

Navy blue dress/tunic/trousers

Staff Nurse

Hospital blue dress/tunic/trousers

Assistant Practitioner

Light blue with navy trim dress/tunic/trousers

Healthcare Assistant

Light blue dress/tunic/trousers

Physiotherapist

White tunic/navy trousers

Occupational Therapist

White tunic/green trousers

Housekeeping

Lilac tunic/trousers

Catering

Blue checked shirts/black trousers

Cooks

White top/navy trousers – White coat

Voluntary Worker

Tabard



Admissions to Hospice Services

The patient has complex specialist palliative care needs that cannot be met by Health Care Professionals elsewhere

YES

Consider relevant service for your patient

Waiting list

For admission now

Community services

Day therapy

Complete hospice referral form

NB: If Admission/or an Outpatient Service is required urgently, please contact the Admissions Office



Day Therapy Placement Information

About Day Therapy

Day Therapy is a service which sees patients usually attend day care for a 12 week programme, attending on the same day each week.

Many people really enjoy the social aspect of this, making new friends and spending time just being able to relax in a friendly and welcoming atmosphere.

The services most relevant to the person will be agreed with them during their first visit. They will have a meeting with a nurse who will be their key worker, who will regularly review their progress, and ensure they're receiving the care which is best for them.

The hospice will also liaise with their GP, and any other health care professionals involved in their care.

Day Therapy Unit

Clinical Operational Manager

Day Therapy Sister

Multidisciplinary Team:

Bereavement team
Chaplaincy team
Counsellors
Complementary Therapists
Creative Therapist
Dietician
Hairdresser
Pharmacist
Pharmacy Technician
Practice Development Facilitators
Psychological Support Nurse

Rehab team:
Occupational Therapist & Physiotherapists
Social Workers

Nursing Staff:

Registered Nurse Key Workers
Healthcare Assistant

Secretary

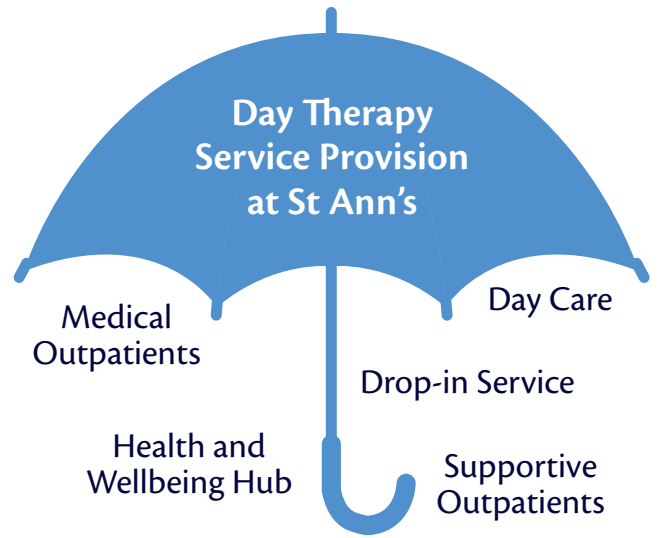
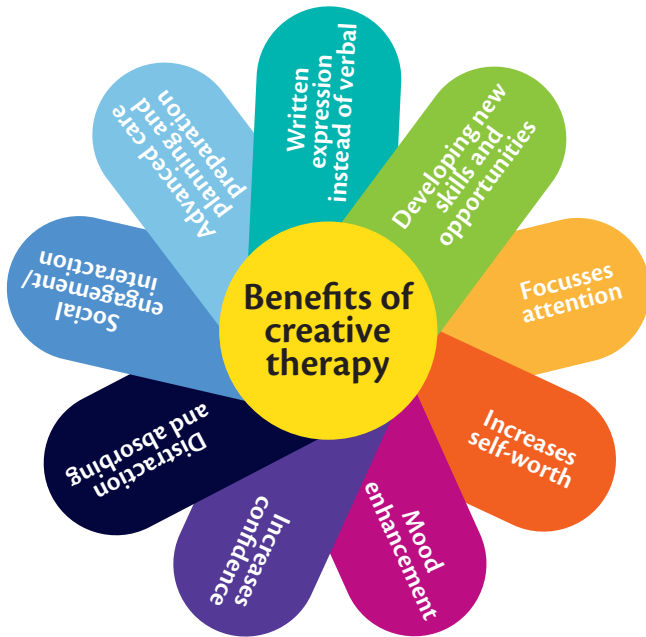
Volunteers

Medical Staff:

Consultants
Associate Specialist

Due to the nature of Day Therapy services, your experiences will vary each day. There will be plenty of opportunities to sit down and chat with patients, to increase your confidence and communication skills, and to also develop your awareness of the importance of psychological support.

You will also be actively encouraged to engage in creative therapies and discover their benefits.



Student Day Therapy Shift Patterns:

Please wear uniform and ID badge at all times.

Shift pattern at Heald Green Day Therapy

Monday: Inpatient Unit: Variable shifts*
 Tuesday: Inpatient Unit: Variable shifts*
 Wednesday: Day Therapy: 08:30-16:30
 Thursday: Day Therapy: 08:30-16:30
 Friday: Day Therapy: 08:30-16:30
 Saturday: Day Therapy closed
 Sunday: Day Therapy closed

*Speak to your mentor about arranging your Inpatient Unit shifts. Your individual off-duty is located in the main off-duty folder.

Shift pattern at Little Hulton Day Therapy

Monday: Day Therapy: 09:00-17:00
 Tuesday: Day Therapy: 09:00-17:00
 Wednesday: Day Therapy: 09:00-17:00
 Thursday: Day Therapy: 09:00-17:00
 Friday: Day Therapy: 09:00-17:00
 Saturday: Day Therapy closed
 Sunday: Day Therapy closed

Heald Green Day Therapy Service Provision

Monday: Drop-in Service
 Tuesday: Medical Outpatients plus Motor Neurone Disease Clinic once a month
 Wednesday: Day Care
 Thursday: Day Care
 Friday: Day Care, Medical Outpatients and Multidisciplinary Team Meeting
 Spokes arranged throughout the week.

Little Hulton Day Therapy Service Provision

Monday: Supportive Outpatients and Medical Outpatients Clinics (afternoon only)
 Tuesday: Day Care
 Wednesday: Health and Wellbeing Hub and Supportive Outpatients Clinic
 Thursday: Day Care
 Friday: Day Care
 Spokes usually arranged on Mondays or Wednesdays.

Inpatient Unit Placement Information

About the Inpatient Unit

We have Inpatient Units at our Heald Green and Little Hulton sites.

People often associate hospice care with patients with cancer. However, people with any life-limiting illnesses, for example, cancer, chronic obstructive airways disease, dementia, heart failure, motor neurone disease, etc., are referred to St Ann's Hospice for inpatient care.

Reasons for referral may include:

- Complex symptom control such as nausea and vomiting or pain
- End of life care
- Intravenous infusions such as blood transfusion or Pamidronate
- Psychological care
- Rehabilitation following treatment

We have 27 inpatient beds at the Heald Green site and 18 beds at the Little Hulton site. At each site there is a mix of single rooms and single sex wards with two to five beds.

Treatment at St Ann's Hospice is best described as active supportive care.

The principle aim of treatment is to enhance quality of life on a day to day basis.

The ward manager has overall responsibility for the nursing teams within the inpatient unit supported by two team leaders.

Nurses on the Inpatient Unit deliver patient centred care.

Shift patterns on the inpatient unit are as follows:

07.00 – 15.00 for an early shift

13.00 – 21.00 for a late shift

20.30 – 07.30 for night shift

07.00 – 21.00 for long days

Please wear uniform and ID badge at all times.



Inpatient Unit

Clinical Operational Manager

Ward Manager

Multidisciplinary Team:

Bereavement team

Chaplaincy team

Counsellors

Complementary Therapists

Dietician

Pharmacist

Pharmacy Technician

Practice Development
Facilitators

Psychological Support Nurse

Rehab team:

Occupational Therapist &
Physiotherapists

Social Workers

Ward Sisters

Nursing Staff:

Registered Nurse

Assistant Practitioner

Healthcare Assistant

Ward Clerk

Medical Staff:

Consultants

Associate Specialist

Junior Staff

24 Hour Advice Line

The 24 hour advice line has been available for healthcare professionals since 2000. It is operated from St Ann's Hospice at Little Hulton and Heald Green and funding was extended to include non-healthcare professionals use in July 2003 for Heald Green and in April 2005 for Little Hulton. The lines are jointly funded by Manchester, Trafford, Stockport and Salford PCTs.

The phone is held by an allocated nurse on the inpatient unit for each shift and it is part of their daily responsibility (along with clinical duties) to respond to any calls received during the time they hold the phone.



Information for your placement

St Ann's Hospice is committed to providing a safe and high quality learning environment, for all learners to prepare them for their future roles working collaboratively in multi-professional teams, as required by the NHS Placement Charter.

Confidentiality

During the course of the placement at the hospice you may have access to information of a confidential nature, in particular information relating to the diagnosis and treatment of patients, and details of contract prices and terms.

You must under no circumstances disclose any confidential information to any person or make use of the information either during or after the placement. Any patient or hospice information shared, seen or heard should not be discussed with anyone (including family and friends, and especially not on social media, even if people's names are not used).

You should not access personal data that your mentor has not instructed you to access.

Failure to follow these conditions, may lead to prosecution should we become involved in a case of litigation instigated by the patient or their family. If you disclose or misuse information we will terminate your placement immediately. In certain circumstances you may also be liable to prosecution under the Data Protection Act 1998

Health and Safety

You have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and are required to comply with our policies and procedures. Risks will be explained during induction, and this will also include fire safety. Our policies and procedures including the health and safety policy are available on the hospice intranet (the 'Staff Hub').

Moving and Handling

It is your responsibility to provide information regarding your moving and handling update which must have taken place within the last year. You will be shown the moving & handling equipment that is used at the hospice on your induction. There are 21 moving and handling key trainers across the Heald Green and Little Hulton sites who will be able to help you with any moving and handling queries.

The hospice accepts no responsibility for injuries sustained as a result of poor technique or practice whilst on placement.



Raising a matter of concern

If you see or hear anything that concerns you please notify the department manager in the first instance.

Sickness and Absence

If you have agreed planned absence during the time of your placement you must inform your mentor at the beginning of your placement and provide evidence that this has been agreed with your learning provider.

If for any reason you are unable to attend any of your placement, please contact the department on the day of your sickness and inform them. Please inform your school or university too. If we do not hear from you, we will contact your school or university.

Loss/Damage of Personal Effects

Please ask your mentor about providing secure arrangements for your possessions. No liability can be accepted for loss or damage to personal property on the hospice premises by burglary, fire and theft or otherwise. You are advised to provide your own insurance cover, accordingly.

Rest Breaks

There is a staff dining room at each site with refrigerated storage available for packed lunches etc. Tea and Coffee is also available in the dining room. There is a microwave and toaster available too. There are small volunteer led coffee shops selling snacks and refreshments at both sites – please note that they are only open at limited times.

Dress code

You should wear comfortable, clean, smart, ironed uniform/clothes. You should not wear jeans, tracksuits, leggings, open toed sandals, trainers or high-heeled shoes. Please remember that if you are in a clinical area you will be required to be 'bare below the elbow' for infection control.

If your hair is long, you should tie it back with a plain band.

False nails, nail extensions /wraps or nail varnish must not be worn on duty as these can harbor bacteria. Finger nails must be clean and short

You are allowed to wear a plain wedding ring and small stud earrings. Visible body piercing including tongue studs must be removed or covered, an SOS necklace may be worn to indicate the existence of a medical condition but this should be worn inside clothes.

Special requirements

Cultural or religious obligations should comply with health and safety and infection control procedures. Headscarves may be worn, but these must be changed daily, be unadorned and shoulder length only. The wearing of facial veils or burkhas is not permitted. The wearing of turbans is allowed on religious grounds but these must be washed and changed daily. There is a prayer room available on both hospice sites. If you have any queries with regard to the dress code or prayer facilities for cultural or religious reasons please contact the HR Department at HR@sah.org.uk



Parking facilities

There is limited car parking available at both the Little Hulton and Heald Green sites. Chargeable parking within the grounds of Wythenshawe Hospital is available for The Neil Cliffe Centre. Please take your parking ticket to the Neil Cliffe Centre Coordinator who will exchange it for a cheaper fixed rate ticket during your placement. The tram is also now available to Wythenshawe Hospital.

Library Facilities

Library facilities are available at all three sites. You are welcome to use the library and computer facilities during your placement. Please do not remove the books from the library as they are for reference use only. If any books are removed from the library by the student and are not returned, this will result in fees being charged to the student for the full cost of replacement books and this process will be pursued via the university if necessary.

The libraries can also be used for quiet study periods when time is available away from your department.

There are computers available for learning purposes within the libraries at each site. If you require any assistance with finding information, please contact a Practice Development Facilitator who will be happy to help you.

There is a Student Board located in the library at the Little Hulton site and in the In-Patient Unit office at the Heald Green site for your information.

The Staff Hub can be accessed from any hospice computer. Ask any member of staff to help you access it.



Potential Spokes

Here is a list of potential spokes that you can undertake whilst on your placement. Speak to your mentor about arranging spokes that meet your learning needs.

Spoke	Site based at
Specialist Palliative Dietitian	Cross site
Counselling Coordinator	Cross site
Service Development Lead	Cross site
Clinical Nurse Specialist in Psycho-Oncology	Neil Cliffe
Clinical Operations Manager	Both sites
Head of Clinical Governance	Heald Green
Psychological Support	Cross site
Patient Family Support Team Leader	Cross site
Pharmacist	Both sites
Bereavement & Family support secretary	Heald Green
Day Therapy	Both sites
Hospice at Home	Little Hulton
Salford Community Specialist Palliative Care Team	Little Hulton
Neil Cliffe Centre	Based in UHSM
Rehabilitation Team including OT and Physio	Cross site
Chaplaincy Support Co-ordinator	Cross site
Bereavement Services Co-ordinator	Cross site



Your Learning Passport

The learning passport is your opportunity to reflect on all of the different staff roles at the hospice. It is your responsibility to share your Spoke experience with other students who have missed an arranged Spoke, or if you have attended an additional Spoke.

Your Learning Passport

Spoke: _____ Date: _____

Reflection of learning experience (i.e. role of professional and/or patient experience:

Date discussed with mentor: _____ Signature of mentor: _____

Shared with (names): _____ Date: _____

Your Learning Passport

Spoke: _____ Date: _____

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Date discussed with mentor: _____ Signature of mentor: _____

Shared with (names): _____ Date: _____

Achieving excellence in learning and care...



Placement Charter

This Charter demonstrates the Placement's commitment to provide a safe and high quality learning environment for all learners to prepare them for their future roles working collaboratively in multi-professional teams. The 'Placement Pledges' and the 'Rights, Roles and Responsibilities of learners' instil the values embedded within the NHS Constitution (DH 2013) and Health Education England's NHS Education Outcomes Framework (DH 2012).

Placement Pledges	Rights, Roles and Responsibilities of learners
Ensure all learners are welcomed, valued and provided with an inclusive, safe, stimulating and supportive learning experience.	Prepare adequately for the placement, including contact with the placement in advance. Disclose any health or learning needs that may impact on the placement, or the achievement of learning outcomes.
Promote a healthy and 'just' workplace culture built on openness and accountability, encouraging all learners to raise any concerns they may have about poor practice or 'risk', including unacceptable behaviours and attitudes they observe at the earliest reasonable opportunity. Respond appropriately when concerns are raised.	Raise any serious concerns about poor practice or 'risk', including unacceptable behaviours and attitudes observed at the earliest opportunity. Be clear who to report any concerns to in order to ensure that high quality, safe care to patients / service users and carers is delivered by all staff.
Provide all learners with a named and appropriately qualified / suitably prepared mentor / placement educator to supervise support and assess all learners during their placement experience.	Actively engage as an independent learner, discuss learning outcomes with an identified named mentor / placement educator, and maximise all available learning opportunities.
Provide role modelling and leadership in learning and working, including the demonstration of core NHS 'values and behaviours' of care and compassion, equality, respect and dignity, promoting and fostering those values in others.	Observe effective leadership behaviour of healthcare workers, and learn the required NHS 'values and behaviours' of care and compassion, equality, respect and dignity, promoting and fostering those values in others.
Facilitate a learner's development, including respect for diversity of culture and values around collaborative planning, prioritisation and delivery of care, with the learner as an integral part of the multi-disciplinary team.	Be proactive and willing to learn with, from and about other professions, other learners and with service users and carers in the placement. Demonstrate respect for diversity of culture and values, learning and working as part of the multi-disciplinary team.
Facilitate breadth of experience and inter-professional learning in placements, structured with the patient, service user and carer at the centre of care delivery, e.g. patient care pathways and commissioning frameworks.	Maximise the opportunity to experience the delivery of care in a variety of practice settings, and seek opportunities to learn with and from patients, service users and carers.
Adopt a flexible approach, utilising generic models of learner support, information, guidance, feedback and assessment across the placement circuit in order to support the achievement of placement learning outcomes for all learners.	Ensure effective use of available support, information and guidance, reflect on all learning experiences, including feedback given, and be open and willing to change and develop on a personal and professional level.
Offer a learning infrastructure and resources to meet the needs of all learners, ensuring that all staff who supervise learners undertake their responsibilities with the due care and diligence expected by their respective professional and regulatory body and organisation.	Comply with placement policies, guidelines and procedures, and uphold the standards of conduct, performance and ethics expected by respective professional and regulatory bodies and organisations.
Respond to feedback from all learners on the quality of the placement experience to make improvements for all learners.	Evaluate the placement to inform realistic improvements, ensuring that informal and formal feedback is provided in an open and constructive manner.
<ul style="list-style-type: none"> • 'Learner' refers to all health, education and social care students, trainees, hosted learners. • 'Placement' relates to all learning environments / work based learning experiences. • 'Mentor' / 'placement educator' relates to all trainers / supervisors / coordinators appropriately qualified / suitably prepared to support learners. • 'Professional and regulatory body and organisation' relates to standards required to ensure patient and public safety, and professional behaviours. 	

Useful Websites

St Ann's Hospice

<https://www.sah.org.uk/>

Association of Palliative Medicine

<http://apmonline.org/>

Dying Matters

<http://www.dyingmatters.org/>

Hospice UK

<http://www.hospiceuk.org/>

NICE

<http://www.nice.org.uk/>

NMC

<http://www.nmc-uk.org/>

Palliative drugs

<http://www.palliativedrugs.com/>

The National Council for Palliative Care (NCPC)

<http://www.ncpc.org.uk/>

World Health Organisation

<http://www.who.int/en/>

