Student Welcome Pack



**Introduction**

The staff in the Treatment room would like to extend our welcome to you. We will work hard to ensure your time with us will be both pleasant and instructive. Staff in clinic will aid you in developing a sound knowledge base and practical skills which you can apply throughout your nursing career. The intention of this welcome pack is to provide you with information for your orientation and to act as a guide.

There are many opportunities within the department for learning which will be beneficial for your future career. The area is highly specialised and is Nurse-Led. We liaise with GP’s other specialist services and other members of the multi-disciplinary team.

During your placement, you may have the opportunity to undertake spoke placements in Domiciliary District nursing daytime, evenings and nights, community children’s nursing, health visiting and practice nursing. You will also have the chance to gain exposure to patients with learning needs, mental health issues and the elderly.

Whilst you are on placement with us, you can expect us to support you in developing your skills in a range of areas such as manual observations, venepuncture, examination skills, history taking, patient communication and ANTT. It is a good opportunity to expand your knowledge of different diseases and conditions, e.g. diabetes and circulation issues.

**About The Treatment Room**

The Treatment rooms consist of 9 busy Health centres spread across Bolton with a large team of community Nurses. Our role is to clinically assess, plan episodes of care, provide that care in conjunction with the patient and review as necessary.

In these Health centres there are on occasion more than one clinic room operating where this work takes place. We see patients from a variety of different specialities including Gynaecology, Orthopaedics, General Surgery, Bariatrics, Urology, Breast Surgery, Neurosurgery and Gastrointestinal/Colorectal Surgery. We also see patients referred from their GP or even self-referred.

Each day all the treatment rooms are overseen by a Sister and the individual clinics are run by community nurses or assistant practitioners this ensures the smooth running of each clinic. One of the roles of the sister is to troubleshoot any problems which may arise during the day, e.g. room clashes, delays in clinic, communicating with service managers, secretaries, and dealing with any patient or staff complaints.

**Key personnel**

Divisional Director of Nursing – Rebecca Bradley

Assistant divisional Director of Nursing – Angela Clough

Matron – Rachel Taylor

Treatment room manager – Mandy Whitelaw

Treatment room sisters – Jayne Watson, Tracy Smith and Avril Read

Practice Education Lead (PEL) – Mandy Whitelaw and Avril Read

University Link Lecturer – Gaynor Fenton

Practice Education Facilitators (PEFs) – Duty team [duty.pef@boltonft.nhs.uk](mailto:duty.pef@boltonft.nhs.uk)

Mentors – Mandy Whitelaw, Claire Edwards, Lisa Monaghan, Charlotte Irwin, Michala Smith, Avril Read, Tracy Smith, Jayne Watson, and Maxine edge.

Staff Nurses – 22

Nurse Associates - 2

Assistant practitioners - 3

Health care assistants - 4

**Placement Philosophy**

The Treatment room strives to provide a safe, clean and personal service to patients, carers, relatives and visitors at all times. We aim to provide a patient centred service ensuring privacy, dignity, respect and confidentiality. We also endeavour to ensure that patients are seen in a timely and caring manner, in an environment that facilitates patient centred care, delivered in a caring, compassionate, committed, competent and courageous environment. The Clinics provide appropriate information that is relevant to the patient’s care, allowing the patient to make informed decisions regarding their health, current illness or long term condition and encourages patient participation. We support staff development both personally and professionally. We also continually review the department and foster personal accountability in order to ensure that we are providing an excellent service at all times.

**PLEASE RING PRIOR TO YOUR PLACEMENT – we will tell you which health centre you are allocated to**

**Shift Patterns**

There are a variety of shift patterns in the Treatment room worked by this team of Nurses. You will be expected to work the shift patterns which most closely match your mentors shift patterns. Team mentoring is practiced within the clinic so that you are able to work with a variety of staff. Please note that the Treatment room runs weekends and bank holidays.

**Dress code**

Nursing students will be required to dress in their full nursing uniform provided by the University, as the Unit is a clinical area. Please ensure that your uniform is clean and that you are presentable. There is a uniform policy within the Trust, which you are expected to adhere to. This policy can be found on the Trust Intranet or provided for you on your first day on request. However, in brief, your hair must be worn up if long, no false nails or nail polish. Jewellery is restricted to a pair of ear studs and a plain wedding band (no rings with stones are permitted).

**Housekeeping arrangements**

Your lunch break will be 60 minutes long. There is access to staff rooms in each Health centre which is shared with other departments. There is usually access to a fridge, microwave and hot water etc. You are advised to bring your own food, cup, cutlery and any drinks E.G. tea bags, coffee and milk. There may be a Café or shops nearby where you can get hot and cold food and drinks but this isn’t always the case.

**Mentoring arrangements**

There are currently 11 mentors on the Live Register within Treatment rooms which are split into 2 teams. Each member of each team will be involved with supporting you during your placement.

You will be assigned a named Mentor who will carry out your assessments on time and who will be responsible for arranging spoke placements along with the other mentor team members. All of the team members will be there to support you along your student journey, but your named mentor must work with you for at least 40% of the time as per NMC requirements.

You will be given off duty prior to you starting and then further off duty will be provided in advance. If you have any special requests, please inform one of your mentor team members.

The clinics are normally very busy and you will be expected to work closely with your mentors by observing and assisting. However, if there are quiet periods, you may go up another room and spend time in on research or completing teaching packs, etc.

There will be plenty of opportunity to undertake spoke placements in other areas which are relevant to Community.

You will be expected to participate fully according to your ability and level of training. You will be given opportunity to display skills in communication, infection control, hand washing, undertaking clinical observations and assessment, aseptic technique, teaching skills and health promotion.

Please ensure that you are well prepared for your initial, mid-point and final assessments and that you have the relevant documentation with you at all times. You may request a one to one session with your mentor at any time but this may be at a later date due to the busy clinic workload.

If you have any reasonable adjustments which need to be made, please inform your mentor on your first day and/or at your initial induction/assessment.

**Your first day**

You will be greeted by a member of staff and introduced to your mentor and the Practice Education Lead (if on duty).

You will be orientated to the clinic and introduced to the staff on duty. You are expected to bring with you your welcome pack, which you should have obtained by e-mail on request prior to commencement of your placement. You are advised to read through and complete this as necessary. Ensure that you have your student documentation and any supporting evidence required, e.g. evidence of having completed essential training.

There is usually a Student Noticeboard or file located in each health centre which has useful information, mentor details, the Placement Charter and other information useful to you during your placement.

If you need to contact the Treatment room for any reason, our main number is:-

01204 463046

If we are not available leave your name contact number and we will get back to you

**Expectations of staff towards students**

1. Students will arrive punctually on a shift and inform the nurse in charge as soon as possible if they are ill or delayed. Students are expected to provide a contact number on commencement of their placement.
2. Students are expected to show initiative to learn and participate in care whilst acknowledging any limitations in their knowledge and competence.
3. Students are expected to develop competency in core clinical skills as identified by their University. Students may be exposed to skills outside this framework, but this should not be considered essential.
4. Should any personal or professional problems arise during the placement, these must be raised as soon as possible with an appropriate member of staff to prevent the problem escalating.
5. Students must adhere to the uniform policy as set out by their University/Place of work.
6. Students will, wherever possible, work the same shifts as their named mentor or mentor team; this should be a minimum of 2 shifts per week.
7. Students should bring relevant documentation (assessment of practice documentation, action plans, profile) on a daily basis, for use at appropriate/planned times.

**Expectations of students towards staff**

1. Students can expect to be welcomed as ‘part of the team’ by staff.
2. Students can expect an appropriately timed orientation to the unit including layout, routines, staff, policies and procedures, fire evacuation plan and receive a Welcome Pack.
3. Students will have a named mentor and will be introduced to them and their mentor team as soon as possible.
4. Students can expect to receive their off duty at least one week in advance.
5. Students will receive continuous feedback on their progress, and any problems/issues as perceived by staff will be raised with the students as soon as possible.
6. Students will not be regarded as ‘an extra pair of hands’ and their role as learner will be respected.
7. Students will have the opportunity to learn and participate in new skills whilst acknowledging any limitations in their knowledge or competence.
8. Students will be made aware of appropriate learning opportunities before/as they arise.
9. Wherever possible, initial, mid-point and final assessments will be carried out on time.
10. Students will be made aware of their role during emergency procedures such as fire evacuations and crash calls.

**Pathways of care**

The Treatment room uses an electronic system to manage all aspects of appointments and shows any clinics with their capacity but all patient documentation is currently in paper form held either by the patient or in the clinic

**Spoke opportunities**

As previously mentioned, there will be plenty of opportunity to undertake spoke placements into other areas which are relevant to e.g. Domiciliary District nursing daytime, evenings and nights, community children’s nursing, health visiting and practice nursing. You will also have the chance to gain exposure to patients with learning needs, mental health issues.

Spoke Placement Contacts: - this will be provided by the mentor during your first few weeks within treatment room depending on your learning needs/requirements

The Hub and Spoke Policy can be found on the Pre-Registration website in the ‘Mentorship and Assessment’ section under ‘Policies and Guidelines’.

**Learning opportunities**

**Yr 1:**

* How to work within NMC code of conduct (2008)
* Appropriate dress code
* Learn and value diversity with the wide range of people we see
* Gain knowledge on health promotion and public health
* Gain professional values
* Learning interpersonal skills with colleagues and the wider health care team
* Communication skills : verbal /non-verbal and written
* Confidentiality and Data protection and its importance
* Basic person centred care delivered safely and appropriately meeting theirs and their carer’s and family’s needs
* Therapeutic relationships
* Dignity and the rights of patients
* Foundations in nursing including honest, integrity and respect
* How to work and recognise own skills and limitations and work within them
* Work within policies and frameworks
* Awareness of health and safety
* Beginnings of how to assess, plan, implement and evaluate care delivered including recognising changes in health and acting accordingly
* Variety of clinical skill within your scope of practice including basics of medicines management
* Hand washing and the importance of infection control

**Yr 2:**

* **Including all the learning opportunities as per year one**
* Looking at holistic care in more depth
* Health promotion in clinic setting
* Decision making and problem solving
* Person centred care ‘patient at the heart of what we do’ and how they should be involved with the decisions around their care
* Looking at various aspects of care both physical and mental
* Ways from a treatment room perspective we can Support families and carers
* Gaining knowledge around substance misuse and its impact on health and well being
* Safeguarding
* Inter professional working
* Prioritising and adapting practice to meet changing needs
* Data collection and why this is important
* All aspects of communication its importance in providing safe quality care
* Barriers to communication and how to overcome
* How to empower patients and carer’s
* Look at areas around patient complaints and concerns and how they are dealt with
* Carrying out base line observations – diagnostic skill
* Recognising and managing changes in physical and mental health presentation if they arise
* Looking at nutrition generally and how this impacts on health

**Yr 3:**

* **Including all the learning opportunities as per year one and two**
* Developing evidence based practice and using the best evidence
* How to be a good role model
* Role transition from student to trained
* NMC code of conduct (2008)
* Developing leadership skills
* Time management
* Team working within the treatment room but also a part of the wider organisation
* Looking at responsibility and accountability as a nurse recognising your own skills, knowledge and limitations
* How care can be person centred / informed choice
* Partnership with the patients and carers
* Negotiation skills with both staff and patients
* More in-depth look at medicines management and how it affects the body
* The importance of documentation
* ANTT – infection prevention, control and recognition
* Hazardous waste / spillage and how to deal with this

**Learning Resources**

The treatment room has a computer which has both internet and intranet access which is available for your uses at quiet periods. There is usually access to text books and journals within most Health centres. Staff within Treatment rooms have a wealth of knowledge and skills to complement each other, and will always be ready to help and answer any questions you may have.

**Terminology/abbreviations**

|  |  |  |
| --- | --- | --- |
| **Prefix** | **Meaning** | **Example** |
| SPA | Single point of access |  |
| A | Without or not before | Aseptic |
| Ante | Before | Anteversion of the uterus |
| Anti | Against or opposite | Anti-coagulant |
| Ecto | On the outside | Ectopic |
| Endo | On the inside | Endometrium |
| Hemi | One half | Hemiplegic |
| Hyper | Above or Excessive | Hypertensive |
| Hypo | Beneath or Deficient | Hypotensive |
| Inter | Between | Intercostal |
| Intra | Within | Intra-abdominal |
| Pan | All | Pan-endoscopy |
| Retro | Behind | Retroversion of the uterus |
| Sub | Under | Sublingual |
| BP | Blood Pressure |  |
| HR | Heart Rate |  |
| RN | Registered Nurse |  |
| DNA | Did Not Attend |  |
| EWS | Early Warning Score |  |
| EPR | Electronic Patient Record |  |
| NICE | National Institute for Health Care and Excellence |  |
| OSA | Obstructive Sleep Apnoea |  |
| MRSA | Methicillin Resistant Staphylococcus Aureus |  |
| MSSA | Methicillin Sensitive Staphylococcus Aureus |  |
| CJD | Creutzfeld Jakob Disease |  |
| VTE | Venous Thromboembolism |  |
| NOAC | Newer Oral Anti-Coagulant |  |

**On the next page is a weekly Action Plan. It may help you to structure your placement time and achieve your aims and goals. Please photocopy the page for subsequent weekly uses.**

**Action Plan**

**Week:**

What would you like to achieve this week?

Using your preferred learning style, how are you going to achieve this?

What resources are you going to use?

At the end of the week – did you achieve the goals you set?

Complete Reflection:

|  |  |  |  |
| --- | --- | --- | --- |
| Day  W/C…………….. | Morning  8:30 – 12:00 | Afternoon  13:00 – 17:00 | Evening  17:30 – 20:00 |
| **Monday** |  |  |  |
| **Tuesday** |  |  |  |
| **Wednesday** |  |  |  |
| **Thursday** |  |  |  |
| **Friday** |  |  |  |
| **Saturday** |  |  |  |
| **Sunday** |  |  |  |

**Health Centres**

Avondale – Avondale Street, Bolton, BL1 4JP

There is a car park at the rear of the building. Access to the Health centre is via the main entrance at the front of the building. The community reception is to the left once inside.

Crompton – Crompton way, Bolton, BL1 8UP

There is a car park to the side of the building, Access to the Health centre is via automatic doors at the rear of the Health centre. The community reception is directly in front of these doors.

Breightmet – Breightmet Fold Lane, Bolton, BL2 6NT

There is limited car parking to the front of the building. Access to the health centre is via the main entrance at the front of the building. The community reception is directly in front of you.

Farnworth - Fredrick street, Farnworth, BL4 9AL

There is car parking to the side of the building. Access to the Health centre is via the main entrance. Community reception is through automatic doors to the left once through this entrance.

Horwich – Jones Street, Horwich, BL6 7AJ

There is limited car parking round the back of the building. Access to the Health centre is via the rear and front entrance during the week and front entrance only at the weekend. Community reception is facing the front door.

Pikes lane – St Helens road, Bolton, BL3 5HP

There is car parking to the back of the building. Access to the Health centre is through the automatic doors at the rear of the building. Community reception is to the left just through these doors.

Watersmeeting – Watersmeeting road, Bolton, BL1 8TU

There is car parking to the front side and rear of the building. Access to the Health centre is via the front entrance. Community reception is in front of you to the left.

Winifred Kettle – Washacre, Westhoughton, BL5 2NG

There is very limited parking at the front and side of the building. Access is through the main entrance at the front of the building. Community reception is just to your left through this door.