



Whittington Health
NHS Trust



Whittington Health Handbook for Nurses, Midwives & Healthcare Support Workers



Our Mission

Helping local people
live longer, healthier lives

Our Vision

Provide safe, personal, coordinated
care for the community we serve

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Welcome

My name is Sarah Wilding and I am the Chief Nurse and Director of Allied Health Professionals at Whittington Health NHS Trust.

Welcome to our Trust and thank you for choosing us for the next stage in your career. We feel sure that with your dedication and determination to succeed we can help you reach your potential. We are passionate about creating a workplace where you can grow and learn and, daily, gain confidence in upholding the high standards of your profession, maintain patient safety and deliver excellent care with kindness.

We want to take care of you so that you can take care of our patients. Now you are here, you will have been assigned a line manager and you can go to that person with any questions. But we are all here to help you and I will be delighted to hear from you, whether you have ideas for improvements, comments on the way we do things, or concerns.



Sarah Wilding
Chief Nurse and Director
of Allied Health Professionals

Inclusion and integration are important to me and to our Trust and I want to build on all that we've achieved in these areas. We want you to feel supported and nurtured and we have many leadership programmes and strategies to make sure everyone from the newly qualified to the most senior has an opportunity to develop personally and professionally. I believe that mental and physical health go together and our Wellbeing team is there as an additional support. You can email them at any time **whh-tr.staffwellbeing@nhs.net**

Our staff are considered 'Outstanding' for caring, and they work within an organisation rated as 'Good' by the Care Quality Commission (CQC 2020). We are rated 'Good' for Well-led, Use of resources, Responsive and Effective. We work as part of a wider network that includes other high-profile North Central London Trusts and we are a Capital Nurse and Capital Midwife organisation. We work with colleagues across the NHS in London to get staffing right to ensure everyone in the capital receives the same high-quality care experience.

What you should expect from us

Our commitment to you is that you will have access to excellent nurse leaders and a personalised approach to your continuing education and professional development. We will work with you to ensure you have the best learning and career opportunities.

Living our I.CARE values gives us a strong foundation for compassionate leadership and you should expect to be always treated with kindness, fairness and respect.



What we expect of you

We expect you to have excellent clinical abilities and to play a part in delivering our I.CARE values to ensure patients and their families receive the best possible care.

You should exemplify the highest standards of care, clinical competence and compassion. You need to be committed to be the best, be an effective communicator and be courageous in speaking up if patient care is compromised.

If you see me, stop and introduce yourself. I truly value feedback to help me make continuous improvements.

You and your career

If you're ambitious, Whittington Health is the right place for you. We have a strong culture of developing and encouraging talented healthcare professionals via education, robust support and non-judgmental professional guidance.

The Trust is recognised for its access to training. It has been accredited with the Investors in People award and is an endorsed provider with the Institute of Leadership and Management.

Treating you fairly

We work hard to ensure colleagues are treated with dignity and respect and have equal opportunities.

Our 'Promoting Equality, Diversity and Human Rights' policy outlines our commitment to ensuring no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

Equality and Diversity training is mandatory.

About us

Whittington Health is one of London's leading integrated care organisations. We have nearly 5000 staff members, of whom 1336 are registered nurses and midwives (December 2023). We provide hospital and community care services to over half a million people living in Islington and Haringey as well as to those living in Barnet, Enfield, Camden and Hackney. We provided more than 40 acute and 60 community health services in 2022/23. We also provide dental services in 10 London boroughs. Every day, we aim to provide high-quality and safe healthcare to people either in our hospital, in their homes, or in nearby clinics. We are here to support our patients throughout their healthcare journey.

We have around 250 core hospital beds (including paediatric and the Critical Care Unit) and around 40 extra beds made available to cope with winter pressures. There are 55 beds in our maternity service and 23 in NICU. Our clinical areas include an emergency

department, ambulatory care, surgery, maternity services and therapy and we specialise in the care of older people. We run services from 30 community bases in Islington and Haringey.

Our Children and Young People Integrated Clinical Services Unit provides healthcare in the hospital, community, schools and in patients' homes, from conception to adulthood. This service includes health visitors and school nurses and delivers tailored, personalised care to around 160 schools in our area.

Our community adult services include specialist care for long-term conditions, district nursing, community matrons, learning disability services and specialist community nursing.



A **year** at Whittington Health



221,726
Community
Nursing



106,462
Emergency
department
attendances

2,983
births



45,456
dental
appointments



166,591
virtual
appointments



25,343
day cases

63,535
physio
appointments



56,977
school
appointments



A **day** in the life at Whittington Health



607
Community
Nursing



291
Emergency
department
attendances

8
births



124
dental
appointments



456
virtual
appointments



69
day cases

174
physio
appointments



156
school
appointments



Our place in the wider system

Whittington Health is part of the North Central London Integrated Care System (ICS), also known as North London Partners. ICSs are partnerships of health and care organisations (including councils) that provide joined-up services for communities. Our ICS covers Barnet, Camden, Enfield, Haringey and Islington and members include:

- Whittington Health NHS Trust
- University College London Hospitals NHS Foundation Trust
- The Tavistock and Portman NHS Foundation Trust
- Royal National Orthopaedic Hospital NHS Trust
- Royal Free London NHS Foundation Trust
- North Middlesex University Hospital
- Moorfields Eye Hospital NHS Foundation Trust
- London Boroughs of Islington, Haringey, Enfield, Camden and Barnet
- Great Ormond Street Hospital for Children NHS Foundation Trust
- Central London Community Healthcare NHS Trust
- Central and North West London NHS Foundation Trust
- Camden and Islington NHS Foundation Trust
- Barnet, Enfield and Haringey Mental Health NHS Trust

Our organisation has a highly regarded educational role. We teach undergraduate medical students (as part of University College London Medical School) and nurses and therapists throughout the year, alongside providing a range of educational packages for postgraduate doctors and other healthcare professionals.

Values

The Trust's ICARE values are fundamental to everything we do and are underpinned by Equity.



Quality Improvement (QI)

We strive to offer more effective and efficient services for our patients and public. We believe QI is everybody's responsibility and we take a multi-disciplinary approach to it, involving our patients, nurses, AHPs, doctors, students, managers, administration staff and other key groups. Bronze level QI training is a mandatory module.

Awards

We believe in celebrating exceptional staff and give annual awards. We are proud that staff are frequently shortlisted for prestigious national awards.

The Trust has won awards from external bodies, including a Comparative Health Knowledge System Top Hospitals Quality of Care Award, which celebrates acute sector organisations' achievements in healthcare quality and improvement and a Health Service Journal award for Community Health Service Redesign that resulted in greater efficiency, better patient care and improved productivity.

- We have received the Capital Midwife Quality Mark for successfully embedding and implementing the Capital Midwife Pan-London Preceptorship Programme Framework.

- We have received a Pastoral Care Kitemark from NHS England for our exceptional pastoral care for overseas nurses.
- Our first-ever Registered Nurse Degree Apprentices have been appointed.
- We completed work with University College London Hospitals NHS Foundation Trust (UCLH) to create an orthopaedic hub for the south of North Central London.
- Simmons House Adolescent Unit (Children and Young People Services ICSU) was fully accredited by the Royal College of Psychiatrists' Quality Network of Inpatient CAMHS units (QNIC) in September 2020.
- Being shortlisted for the Journal of Integrated Care Partnership of the Year award for our outstanding contribution to healthcare via integrated services.

Working in Islington and Haringey

Islington is just north of the River Thames and Haringey is north of this; both are well connected by tube, rail and bus. Within the borough there are areas of high deprivation and affluence and working with both in such a diverse community brings many challenges and rewards.

Islington is a vibrant and popular place to live and has thriving nightlife, including world-renowned theatres such as Sadler's Wells and

the Almeida. There are bustling high streets and a number of beautiful parks, including Waterlow, Hampstead Heath and Parliament Hill Fields.

Haringey is a dynamic and diverse borough with green spaces, rich diversity, international supermarkets and cosmopolitan cafes and restaurants. Its northern reach gives easy access to the countryside

What we offer you

We believe in caring for our staff as happier staff means happier patients. We have an extensive range of benefits to help you manage financially, socially and personally.

- Advice re safe alcohol levels - support for alcohol and drug abuse
- Automotors – help to purchase/ lease cars
- Bicycle loan scheme
- Counselling (People at Work)
- Charitable sporting events
- Cycle training and maps
- Childcare vouchers
- Cricket team
- Dietician 1 to 1 advice
- Employee Assistance Programme
- E-learning
- Eye tests
- Exercise challenges
- Equal opportunities
- Flu vaccinations
- Fusion Lifestyle discounted membership
- Football
- Flexible working
- Financial advice (People at Work)
- Gym discounted rates
- Green travel plan
- Health and Wellbeing (Whit Fit Wellbeing Strategy)
- Infant support
- Jobshare
- Keep fit
- Key workers' housing scheme
- Lifestyle advice
- Legal advice - People at Work
- Massage therapy (discounted)
- Mindfulness
- NHS discounts website
- Occupational health



- Physiotherapy fast track
- Pension scheme
- Ping pong
- Quit smoking support
- Restaurants discount
- Relaxation area in Whittington Court
- Running club
- Smoking Cessation clinics
- Staff awards
- Season ticket loan
- Sweat Shop discount
- Training & development
- Theatre Club
- Unions
- Vouchers (my Trust benefits)
- Walking groups
- Well person days
- Whittington Court staff restaurants
- Yoga

Our wellbeing programme is regularly updated, so contact our team for confirmation of current offers on **whh-tr.staffwellbeing@nhs.net**



Preceptorship

Preceptorship and beyond

Our Preceptorship offers a 12-18-month development programme for new registrants.

Gaining registration with the Nursing & Midwifery Council (NMC) is an exciting time, but it can be daunting. We recognise these challenges and the Preceptorship programme helps you transition towards being an autonomous professional.

As well as growing your clinical capabilities, Preceptorship offers support and guidance and helps you reflect on what it means to be a professional.

When you enrol on the programme, you are linked with a Preceptor who will act as a professional advocate and critical friend and will provide guidance for your development.

You will be supported in building a portfolio in your Preceptorship handbook that will be used for auditing and revalidation. Regular reviews will help you understand where you might need support and will also give you an opportunity to reflect on achievements.

Our 'beyond' programme explores career prospects, with the chance to experience other roles.

Facilitators, who may be senior clinical and non-clinical leaders, help you reflect on your practice with other new registrants and will share their own insights into successful working.

Our Preceptorship lead also provides support and will offer career conversations as you work towards your goals.



Midwifery Preceptorship

Midwives are rotated around the ante-natal/post-natal/labour wards, with supernumerary time in the maternity assessment unit, birth centre and community. Following Preceptorship, they can work in an integrated community/intrapartum pattern, or

experience a further 6-monthly rotation around the in-patient wards for 18 months to ensure they maintain skills in all areas. Neonatal life support courses and immediate life support courses are available, too.



Call: 020 7288 5892



@WhitHealth @preceptorWhitt

Induction

We will orientate you in our Trust, whether you are newly registered or an experienced nurse or midwife, a returner, or a nurse coming from overseas for the first time. During your first week you will be familiarised with the basics you need to competently uphold patient safety.



Your line manager or the Learning & Development Team organise your one-week Induction:

- **3 days Corporate Induction**
- **2 days New Nurse Orientation**

NB: there may be a period where you work in a supernumerary capacity in your clinical area before your induction is complete.

In addition, you will complete:

- **Statutory Training**
(a legal requirement)
- **Mandatory Training**
(to limit risk and ensure safe working practices)

Training varies for community nurses, hospital nurses and midwives and details of each will be given, along with expectations of how you should record your development.

Statutory/Mandatory Training*

- Conflict Resolution
- Fire Safety
- Equality, Diversity & Human Rights
- Health, Safety & Welfare
- Infection Prevention and Control Level 2
- Information Governance
- Back Care & Patient Handling Level 1, for some, Level 2
- Resuscitation
- Safeguarding Adults Level 2
- Safeguarding Children Levels 2, for some Level 3
- Quality Improvement Bronze Training
- PREVENT – Counter Terrorism awareness training Level 1 & 3
- Blood Transfusion Training
- The Oliver McGowan Mandatory Training on Learning Disability and Autism

*may change according to Trust requirements

Midwifery Mandatory Days

Midwives will attend all the mandatory Trust training and maternity training. The content changes yearly, according to training needs analysis, but will always include:

- Multidisciplinary CTG training
- Student support and mentorship
- Professional midwifery advocate support
- Multidisciplinary emergency obstetric skills drill

Learning resources

Whittington Health Library

On joining us, you can enrol online at our excellent library that is a light and warm place to study with helpful staff, computers and bookable meeting spaces. There is a good collection of healthcare books.

The library offers extensive online services, including access to e-journals, e-books and e-learning via the OpenAthens password and personalised professional updating via KnowledgeShare. You can access UpToDate and BMJ Best Practice, which are highly regarded 'point of care' tools designed to support evidence-based decision making by clinical staff (these can also be downloaded as apps) and have access to The Royal Marsden Manual of Clinical Nursing Procedures.

The library's catalogue, book/article request and literature searching service are all available via www.whittington.nhs.uk/whl

Prior to your Revalidation process, the librarians will invite you to reflective reading sessions, which contribute towards Revalidation CPD.

The library is in the Highgate Wing on Dartmouth Park Hill – drop in any time – or email whl@nhs.net or call **020 7288 3580**.

Simulation Suite

The Simulation Suite at our Whittington Education Centre offers state-of-the-art clinical simulation, enabling you to practise difficult or risky procedures. You will work as a team or individually with realistic 'breathing' mannequins, a virtual monitor and video on emergency scenarios.

The Simulation Suite can be set up to reproduce different environments, such as home, hospice, clinic, GP practice, ward and ICU.



New-to-area skills training

Our training will build your confidence and ensure you can safely care for patients. A few examples of subjects covered are Phlebotomy, Cannulation, IV Drug Administration, Tissue Viability, Leg Ulcer Management and Bladder & Bowel Training.

Workshops within the community or the hospital that you can attend include sepsis management, end-of-life care, pain management, frailty, falls prevention and awareness and district nurse referral. With your line manager you will identify which are relevant to you.

Our Children and Young People's service also offers training for various settings, including School Nursing, Health Visiting, children's hospital services, Neonatal Intensive Care and Children's Emergency Department.

We bring in speakers on specialist areas and also have a 'HELP' study day, with a simulation for dealing with the deteriorating patient.

Midwife training

New midwives will be orientated to their new ward areas, supported by the Practice Development Team. Training sessions include:

- Child Protection
- IV admin of drugs
- Cannulation
- Mentoring Update
- Suturing
- Epidural lecture
- Risk management
- Fetal monitoring/interpretation
- Normal birth
- Antenatal screening
- Breastfeeding workshop
- Domestic violence
- Bladder care
- Research update
- Group PMA sessions

Hospital & Clinic Uniforms

All staff are expected to wear a yellow '**My name is**' badge.
Your manager will order one for you.



Nursing Executive



Matron



Specialist Nurse



Nursing Associate



Sister /
Charge Nurse



Junior Sister /
Junior Charge Nurse



Assistant Practitioner



Phlebotomist



Staff Nurse



Midwife



Health Care Assistant



Flow Co-ordinators



Practice Development Nurse /
Education / Senior Nurse



Advanced / Emergency
Nurse Practitioner



Ward Receptionist



Trainee Nursing Associate /
Student Nurse
(Middlesex / London South Bank)

Career opportunities

Nursing Pathway

We hope that you will love being part of the Whittington Health nursing and midwifery workforce and stay with us for many years as you develop professionally and personally into a first-class nurse or midwife. We work hard to ensure everyone is treated with dignity and respect and has equal opportunities and we apply this ethos to every stage of your career, from recruitment to retention and training.

Many people have been with us for their entire career, often spending time working in both our community and in our hospital teams. We hope that speaks of the friendliness of the Trust and reassures you that choosing Whittington Health is good for you and your career.

You'll get to know many people by name from all departments and at all levels and will receive unrivalled support and encouragement to fulfil your ambitions.

The Trust supports continuing professional and personal development to ensure you give a high-quality service to our patients. We offer and support a diverse range of education, training and development opportunities to facilitate flexible working and learning.

There are of course many pathways open and emailing whh-tr.clinicaleducation@nhs.net is the first step to finding out more. Here's a simple chart showing typical progression.

| | |
|---|---|
| Band 2 Healthcare Support Worker | <ul style="list-style-type: none"> If no previous care experience - undergo the Care Certificate Training and build on the clinical skills learnt during training On-the-job learning |
| Band 3 'Senior' Healthcare Support Worker | <ul style="list-style-type: none"> NVQ Level 3 qualification/evidence of further professional development Gain significant experience within healthcare settings Explore responsibilities of patient care Be a role model and team leader Support new HCSWs Ensure HCSWs are supported on shift Undertake a champion role in a clinical area Gain advanced clinical skills i.e. cannulation |

| | |
|--|---|
| Band 4 Nursing Associate | <ul style="list-style-type: none"> Entry level, preceptee - ongoing learning and proving you have achieved core nursing competencies Bridge the gap to progress to registered nurse Consolidate existing skills and learn new skills |
| Band 5 Preceptor Staff Nurse | Entry level, preceptee and overseas nurses <ul style="list-style-type: none"> Ongoing learning and proving you have achieved core nursing competencies Bridging the gap between undergraduate study and first nursing role Learning new clinical skills and consolidating existing skills |
| Band 5 Staff Nurse | Consolidating skills and competencies <ul style="list-style-type: none"> Building specialist skills and competencies Practicing leadership skills Completing student supervision and assessment course |
| Band 6 Staff Nurse or Midwife, Health Visitor or School Nurse | Being a team leader <ul style="list-style-type: none"> Advancing specialist skills & competencies Advanced local speciality training Continuous development & use of management and leadership skills In-house leadership study & appraisal study days etc. |
| Band 7 Specialist Nurse or Midwife, Health Visitor or School Nurse | Managing and leading an area <ul style="list-style-type: none"> Acting as a role model through demonstrating specialist skills and competencies Supervising others to enhance their development Attending study sessions on sickness and absence, management, disciplinary etc. |
| Band 8 Senior Nurse or Midwife, Lead Nurse, Specialist Nurse or Matron | Managing and leading a specialist area or team <ul style="list-style-type: none"> Continuous assessment of care pathways Offering clinical input at the highest levels of care Exemplar demonstrations of quality and safety Mentoring, coaching and leading others |

Nursing Associates (NAs)

NAs can work in both the community and hospital across the four fields of adult, children's, mental health and learning disability.

NAs work with HCSWs and registered nurses and the role is sometimes seen as a stepping stone to becoming a Band 5 nurse. During training, you'll undertake academic learning one day a week and carry out work-based learning/placement the rest of the week. You may work a mix of shifts.

After qualifying, you can put your training towards a shortened nursing degree or registered nurse degree apprenticeship (RNDA).

Email **nurserecruitment.whitthealth@nhs.net** for more information.



Internal transfer scheme

The Trust operates an internal transfer scheme for nurses seeking a different role. Band 4 and 5 staff can tailor their career path, developing clinical skills and knowledge whilst enhancing professional goals.

To take part in the transfer scheme you must have:

- been employed by the Trust for nine months minimum
- completed a six-month probationary programme
- had an appraisal within the last 12 months
- gained agreement, approval and support from current Ward/Team Manager

Full conditions are on the Intranet.

Post-Preceptorship clinical development

With partner universities, post-Preceptorship Continued Professional Development is based around flexible models that include degree and Masters programmes, plus stand-alone modules that offer flexibility in meeting your professional academic needs and our Trust's objectives.

To access courses, you need to gain agreement from your line manager in the first instance, and then contact the Clinical Education team at **whh-tr.clinicaleducation@nhs.net** for application forms or further advice.

A wide range of post-registration courses and programmes are available, from non-credit-bearing modules up to doctoral studies. We also offer the opportunity to gain qualification in areas such as district nursing, health visiting, intensive care, neonatal care, emergency department and theatre. We offer advanced clinical practitioner courses. Whatever your speciality interest, we have something to offer you.

We encourage a variety of approaches: taught lessons and workshops; joining or leading projects; shadowing; e-learning; action learning sets and self-directed learning.

For courses and studies that are a requirement of the role, then full study leave will normally be given. Five days'

leave is usually given for training as identified in your personal development plan.

For courses that are not essential, study leave and funding should be discussed with your line manager, or contact our clinical education team **whh-tr.clinicaleducation@nhs.net**

Information is also available on the Intranet.

Becoming a Link Nurse

We support and welcome enthusiastic new nurses to develop specialist skills and knowledge by becoming a Link Nurse. You could attend meetings and updates from the specialist nurse, help improve patient safety and disseminate, train and support colleagues in your specialist area.

Areas to consider are pain management, infection control, dementia, tissue viability, falls, stomas, bariatrics, diabetes, frailty, bowel and bladder, Parkinson's, health & safety, fire safety, moving and handling, privacy and dignity, heart failure, respiratory, safeguarding, incontinence, learning disability, multiple sclerosis and sickle cell.



Career advice

We offer a walk-about career guidance and support service as well as ad-hoc appointments for advice about your academic credit profile, topping up your academic qualifications, undertaking postgraduate studies or simply checking you are up to date clinically and professionally. These services are run by a member of the Nursing Directorate.

If you have questions about training, the Clinical Education team members can arrange a meeting to discuss matters that are important to you. The email is whh-tr.clinicaleducation@nhs.net



Midwifery courses

Places can be allocated at universities across London for longer courses, for example:

- **SSSA** – training to be a mentor and assessor for students.
- **Examination of the Newborn** – a 6-month course on screening examinations of babies within the first 72 hours of life.
- **Resuscitation of the Newborn** – a 3-month course about the physiology of the newborn, with resuscitation teaching.
- **Perinatal Mental Health Course** – 3-month course to help midwives care for women with complex needs.
- **High-dependency course** – a 3-month course about high-risk obstetric care.
- **Non-clinical development** – courses in leadership and becoming a Professional Midwifery Advocate.

Non-clinical courses

Our current offering includes:

British Sign Language, communication skills, Mental Capacity Act, appraisal skills, mastering difficult conversations, building resilience, IT Office Suite training, coaching, mentoring and action learning and pension awareness. Full information is available from our Organisational Development Team and Learning & Development: whh-tr.LearningandDevelopment@nhs.net

Training for overseas nurses

Our overseas nurses are a valued and vital part of our workforce. If you're joining us from overseas, we want to guarantee you give our patients the highest standard of professional care, so we have a dedicated clinical education and practice development team to support you as you progress to Registration with the NMC.

Observed Structured Clinical Examination (OSCE)

You'll attend approximately two weeks of induction. You will be provided with an OSCE training programme, materials, resources and the loan of an iPad for any virtual training. Before your exam, our Simulation Suite will be available to practise your core skills independently and with colleagues.

Six-week Induction and OSCE Training Programme

Week 1: Welcome to the UK

A dedicated team will help you with:

- occupational health clearance
- collecting your biometric residence permit
- opening a bank account
- accommodation

- HR paperwork
- generally settling in

Week 2: Corporate induction

- An introduction to Whittington Health and its values
- Induction welcome day
- Face-to-face and e-learning training
- Key mandatory training
- Virtual OSCE training

Week 3: Professional/local induction

- Meet the OSCE training team
- Face-to-face OSCE training
- Additional study days

Week 4: Mastery of stations

- Supervised practise in all stations

Week 5: OSCE test

- OSCE practise, assessment and supervision
- Mock OSCE and feedback

Week 6: NMC Registration

- Final practise and assessment, then a team member accompanies you to a UK designated test centre.
- Subject to success in all above, and clearance, you will be registered with the NMC.

Future leaders

The Organisational Development Team enhances your development in service of our patients and service users. We develop leaders who create positive and supportive working environments.

I.CARE Leadership Programme

Popular 5-day course develops resilient, innovative and compassionate leaders. Delivered by various subject matter experts.

I.CARE Team Player

1-day course explores what makes a team player. Learn how to play to your strengths, communicate effectively and become more self-aware.



B2-B7 BAME Development Programme

A new experiential programme to support our inclusion agenda and achieve parity in leadership.

B6 & B7 Clinical Leadership Programme

For aspiring Band 6/7 nursing and midwifery leaders. Leading in a diverse environment, dealing with conflict, holding effective coaching conversations, adhering to our I.CARE values.

Leadership Apprenticeships

Leadership Qualification at Level 3 (Supervisor/Team) and Level 5 (operational/departmental).

Coaching Conversations Training

2-day workshop focusing on effective conversations to enhance performance, motivation and commitment.



Bespoke Team Workshops

The OD team offers various workshops to suit the needs of specific teams, including Communication, Conflict and Team Working. They also offer Myers Briggs profiling and team feedback sessions.

Team Facilitation

Learn to help teams communicate, examine/solve problems and make decisions.

Internal coaching and mentoring

We have a bank of internal coaches and mentors to guide you in non-clinical areas such as management, leadership, having difficult conversations and mediation.

External coaching and mentoring

Register for coaches and mentors across London

www.londonleadershipacademy.nhs.uk/coaching-and-mentoring/coaching

Appraisal & NMC

Appraisal

We take your development seriously for, by investing in our staff, we ensure we offer the very best care for our patients and public.

On joining the Trust we'll discuss your first-year objectives and your training. The focus will be on your development needs and we'll let you know what resources are available. You'll have further meetings at 3 and 6 months.

Your first full appraisal will happen 12 months after you join and will then take place annually. It looks backwards and forwards, giving you the chance to reflect on your learning and experience and to plan for the future.

Your appraiser should help you:

- evaluate your progress
- recognise your achievements
- focus on areas for improvement/development
- give you tools/advice/resources that will help you in the coming year.

After your appraisal, paperwork needs to be submitted to the Trust's education department. Outcomes from your appraisal can be used as part of your NMC Revalidation (see right).

There will also be opportunities for regular progress checks with your line manager between your annual appraisals.



NMC Revalidation

All nurses, health visitors and midwives must maintain their registration annually with the NMC. Every three years you will go through a process called Revalidation to demonstrate that you practice safely and effectively and adhere to professional standards.

The requirements for each three-year period are:

- 450 practice hours, or 900 if you are both a nurse and a midwife
- 35 hours of Continuing Professional Development, of which at least 20 hours must be participatory learning. You must keep accurate records of your CPD.
- 5 pieces of practice-related feedback
- 5 written reflective accounts
- Reflective discussion
- Health and character declaration
- Professional indemnity arrangement
- Confirmation – you need to have appointed someone in the Trust to confirm your development in order to achieve successful Revalidation.

All the information you need can be found on the NMC website but if you need further support please contact the Clinical Education team **whh-tr.clinicaleducation@nhs.net** who will do all they can to help you. Before Revalidation, do take part in the excellent journal review sessions offered by our library.

www.nmc.org.uk/globalassets/sitedocuments/revalidation/how-to-revalidate-booklet.pdf



Healthcare Support Worker (HCSW)

Our HCSWs are the backbone of our service and Whittington Health, with a dedicated education and development team to support learning and career progression, is an exciting place to begin or continue a career in healthcare. There are numerous opportunities across Nursing, Maternity and Allied Health Professional (AHP) sectors to learn new skills and refresh existing.

HCSW learning and career development

We are proud to offer rolling Functional Skills courses at Whittington Health and rolling IT systems training in our new Whittington Education Centre. We're working with our educational counterparts and teams across the Trust to help staff consolidate practical skills, such as cannulation and phlebotomy and providing staff with an opportunity to spend time in different clinical areas, should they wish. We maintain regular contact with our HCSWs via email updates and offer 1:1 career and development advice via email or our twice weekly drop-in sessions.



Care Certificate

This is a nationally recognised award to gain skills and knowledge in the fundamentals of care and working in a clinical role. For more information, please visit the Health Education England webpage: www.hee.nhs.uk/our-work/care-certificate.

HCSW Development Programme Levels 2 & 3

This award-winning course builds on the foundation of the Care Certificate. Level 2 provides clinical skills such as infection prevention, working with vulnerable people, phlebotomy, removal of cannulas, crash calls, falls, hypo/hyperglycaemia awareness and management and catheter care. Level 3 develops this further into knowledge of biological systems and complex conditions. We have teaching input from specialists from many clinical areas.

Whittington Health HCSW development pathways

We are creating new pathways for all HCSWs, from entry level upwards for those wanting to work towards registered professions. The HCSW Project team is working internally and across North Central London to ensure the pathways are sustainable and aligned with national programme objectives.

The contact email for our HCSW support team is whh-tr.HCSWteam@nhs.net



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Caring for you

Many challenges can come with settling into a new job and a new environment and we want to reassure you there is help available if you are struggling or want to chat in confidence.

Pastoral care is the care of your wellbeing and it might be needed when you're facing challenges that fall outside of your educational or professional needs. Our pastoral team is based in the Chaplaincy Office and offers support to everyone, of all religions and none.

Call **020 7288 5337** and if it goes to voicemail and you want to speak to someone immediately, call the headquarters' switchboard on **020 7272 3070** and ask them to bleep the Chaplaincy team. Out of hours, there is a rota of pastors available, so ask for one of those.

Our wellbeing team can be emailed whh-tr.staffwellbeing@nhs.net

Our Occupational Health department works to ensure the day-to-day health and wellbeing of staff, carries out health assessments and can provide advice and counselling.

- **Occupational Health**
020 7288 3351
- **Employee Services** (Payroll)
020 3316 1166
- **Site Managers**
020 7288 5421
- **Clinical Education**
020 7288 3393
- **Preceptorship**
020 7288 5892
- **Whittington Education Centre**
020 7288 5185
- **Library**
020 7288 3580
- **Equality & Diversity**
020 7288 3838
- **Recruitment Office**
020 7288 3764



Freedom to Speak Up Guardian

Our Freedom to Speak Up Guardian (FTSUG) is Ruben Ferreira. If you would like to chat through something that is worrying you, you can do this face-to-face, over the phone or in a virtual meeting. Ruben has a team of Advocates who support and consolidate the FTSU work – look out for their ‘Speak to me’ badges. You can request their support during a difficult meeting, where they will remain silent but help with preparation and a debrief.

Ruben has access to senior leadership, executives and the CEO, plus external support from the CQC and the National Guardian Office. He will make sure your concerns are heard and acted upon, that you receive feedback from the actions taken and are thanked. Concerns can include bullying and harassment, fraud, patient safety or malpractice.

“It can be difficult to raise a concern and it’s normal to feel reluctant, nervous or even afraid but whatever the subject we’re here to help. We can talk to you in the Trust, out in your community location or somewhere completely off-site if that feels better.”

- Ruben Ferreira



0738 487 6737



ruben.ferreira@nhs.net



speakupguardian.whitthealth@nhs.net

Diversity & Inclusion

The Trust is an open, non-judgmental and inclusive organisation that will not tolerate racism or discrimination. We celebrate the diversity of our staff and community. We will treat all our staff equitably, with dignity and respect, whatever their race, gender, religion, age, disability or sexual orientation.

Our staff inclusion networks:

- **WhitAbility** (for staff with a disability and those with an interest in disability issues)
- **LGBTQ+** (for lesbian, gay, bisexual, transgender, queer and other questioning or non-heterosexual staff and allies)
- **Black, Asian, Minority Ethnic to promote equality of opportunity** – meets monthly. It launched the ‘See ME First’ badge, securing commitments from individuals about their own personal actions in support

of racial equity. It was shortlisted for outstanding achievement of the year in the National BAME Awards for the scheme, which has been replicated by other NHS organisations with the aid of a WH toolkit.

Workforce Race Equality Standard pilot

WH participated in the national WRES Team Cultural Change Programme pilot during 2020 and the Trust secured expertise in addressing the race agenda and priorities.


We believe Whittington Health NHS Trust, which is rated as outstanding for caring, attracts some of the best healthcare professionals. We are very proud of the high standard of care we give to our patients and public and of the commitment, passion and professionalism demonstrated by all our staff. We look forward to welcoming you and working with you.

Whh-tr.RecruitmentWhittHealth@nhs.net

Recruitment Office 020 7288 3764

Whittington Health Trust headquarters 020 7272 3070

**Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF**



We have endeavoured to give accurate and up-to-date information, but please use this booklet as a guide only.