

Learner Welcome Pack

Burnley General Hospital – BB10 2PQ Royal Blackburn Hospital – BB2 3HH



This pack has been put together provide you with information about your placement prior to your arrival.

The East Lancashire Hospitals NHS Trust provides high quality services for the local population of over half a million people across East Lancashire and the surrounding area. The East Lancashire NHS Trust comprises of the Royal Blackburn Hospital, Burnley General Hospital and Accrington, Clitheroe and Pendle Community Hospitals.

The hospital aim is to provide an outstanding level of service that will benefit the patients and be at the forefront of a modern NHS. A recent Healthcare Commission report rated the quality of services as good.

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Trust values

Strategic Framework

Our Vision

To be widely recognised for providing safe, personal and effective care

Our Objectives

Put safety and quality at the heart of everything we do
Invest in and develop our workforce
Work with key stakeholders to develop effective partnerships
Encourage innovation and pathway reform and deliver best practice

Our Values

- Put patients first
- Respect the individual
- Act with integrity
- Serve the community
- Promote positive change

Our Operating Principles

Quality is our organising principle
We strive to improve quality and increase value
Clinical leadership influences all our thinking
Everything is delivered by and through our clinical divisions
Support departments support patient care
We deliver what we say we will deliver
Compliance with standards and targets is a must
This helps secure our independence and influence
We understand the world we live in, deal with its difficulties and celebrate our successes

Our Improvement Priorities

Reducing mortality
Avoiding unnecessary admissions
Enhancing communications and engagement
Delivering reliable care
Timeliness of care

The Allied Health Professions

There are 14 allied health professions. Below is a brief overview of each profession:

- Art therapists: use art to help patients explore numerous issues e.g. physical disabilities, learning disabilities & mental health problems.
- Drama therapists: use performance arts as psychological therapy to help patients with varying issues such as mental health problems and dementia.
- Music therapists: use music to help patients improve communication skills and wellbeing.
- Chiropodist/podiatrist: provide care for patients with conditions such as peripheral nerve damage and diabetes.
- Dietitians: treat nutritional and diet issues.
- Occupational therapists: work with patients with varying difficulties to support them using a wide range of interventions to care for themselves, work, and many more things.
- Operating department practitioners: provide perioperative patient support.
- Orthoptists: diagnose and treat a wide range of issues such as reduced vision and eye movement defects as a result of stroke, trauma, diabetes and more.
- Osteopaths: diagnose and treat a range of conditions using a holistic approach.
- Orthotists & prosthetists: orthotists help patients with musculoskeletal & neurological problems by providing engineering solutions & gait analysis. Prosthetists do the same as this, however they help patients with limb loss.
- Paramedics: respond to medical emergencies and accidents, assess patients and provide vital treatment.
- Physiotherapists: use a physical approach and work with patients with a range of problems such as cardiovascular, respiratory, musculoskeletal and neurological.
- Speech and language therapists: work with patients to aid them in overcoming disorders of swallowing, speech, communication & language.
- Radiographers: diagnostic radiographers provide imaging examinations to help diagnose disease or injury. Therapeutic radiographers play a key role in cancer treatment and can provide radiotherapy.

The majority of the above professions are regulated by the health & care professions council (HCPC) which set the standards of conduct. A link to the HCPC standards and website can be found [here](#).

Allied Health PEF

Samantha Heap



Sarah Unthank



Samantha Heap is the allied health PEF (practice education facilitator) and is a physiotherapist by background. As a PEF, Samantha is responsible for supporting students on placement within ELHT, ensuring that placements offered to students are of a high quality and facilitates the development of clinical assessor and mentor roles. More information on Samantha's role can be found [here](#). If you require any support on placement at ELHT or have any concerns, please contact Samantha. Sarah Unthank is also a physiotherapist by background, and is the AHP digital placement development lead. Sarah is a point of contact for students who are on a virtual placement and feel like they may need support. Contact details for both Samantha & Sarah can be found at the bottom of this welcome pack.

Accommodation

Accommodation may be available for you to rent if needed. Please contact the accommodation officer on 01254 732591 if you require this.

You can also search from a number of internet sites such as:

www.uk.easymate.com, www.spareroom.co.uk

Local Transport

A free shuttle bus operates between the Royal Blackburn and Burnley General hospitals. The bus picks up from and drops off at the main entrance on each site. The journey takes about 25 minutes each way and departure times are as follows;

Monday—Friday Service	
Royal Blackburn Hospital	Burnley General Hospital
Departure Time	Departure Time
06:15	06:15
06:45	06:45
07:15	07:15
07:45	07:45
08:30	08:30
09:15	09:15
10:15	10:15
11:30	11:30
12:15	12:15
13:00 via PCH	13:00
13:45	13:45
14:30	14:30
15:15	15:15
15:45	
16:15	16:00 Via PCH
16:30	16:30
16:45	
17:15	17:00
17:45	17:30
18:15	18:00
18:45	18:30
19:15	19:00
19:45	19:45
20:15	20:15
20:45	20:45
21:30	21:30

Saturday - Sunday / Bank Holiday Service	
Royal Blackburn Hospital	Burnley General Hospital
Departure Time	Departure Time
06:15	06:15
06:50	06:50
07:25	07:25
08:15	08:15
09:00	09:00
10:15	10:15
11:15	11:15
12:15	12:15
13:00 Via PCH	13:00
13:45	13:45
14:30	14:30
15:15	15:15
15:45	15:45
16:15	16:15 Via PCH
17:15	17:15
18:15	18:15
19:15	19:15
20:15	20:15
20:45	20:45
21:30	21:30

Both Royal Blackburn and Burnley General are served by the M65 with links to the M66, M61 and M6. There is a direct bus service to Manchester (X43) and the local bus station provides an excellent service to many destinations.

There are Railway stations in the centre of Blackburn and Burnley all within easy reach of the Hospital. If you require transport from train stations, there are a number of taxi services which operate in the area.

CITY: 01254 665665

TOWN: 01254 690101

INTACK: 01254 263030

Blackburn train station is about a mile away from the hospital. The train station is joined with the bus station so please also see the details on Royal Blackburn hospital access by bus.

Blackburn Bus Station

Service Number: 4C

Service Number: 31

Service Number: 16A, 16C

(Provider: Blackburn Borough Transport)

Burnley Bus Station

Service Number: 2

(Provider: Transdev Burnley & Pendle)

Burnley General has 2 train stations, Burnley Manchester Rd Station and Rosegrove Station, both within 2 miles of the hospital. Burnley Manchester Rd Station is an 8 minute drive away from the hospital via Queen Victoria Rd. Rosegrove Station is a 12 minute drive away via Accrington Rd.

Bus services may be running a reduced service during the COVID-19 Pandemic and it is worth checking prior to your arrival.

Car Parking

Car parking is currently free of charge whilst the COVID-19 Pandemic is ongoing. If you are on a long placement (8+ weeks), then you can apply for a parking permit. However if your placement is less than 8 weeks, you will need to pay for car parking on a daily basis (once this applies again). For more information on car parking and to apply for a car parking permit, please [click here](#).

Car parking charges are as follows:

0-3 hours = £1.90

3-8 hours = £2.80

8-24 hours = £3.50

Burnley General Hospital

Area 1		Area 6	
Level 3	Eye Clinic	Level 1	Anaesthetic Department
	Orthoptic Department		Theatres 5-10
	Clinical Skills		Ward 27 Children's Day Case
Level 2	Main X-Ray		Ward 28 Children's Outpatients
	Pharmacy	Level 2	Endoscopy
	Speech and Language Therapy		Lancashire Elective Centre
	Ultrasound Scan		Pathology Blood Sciences
	UIU (Urology Investigation Unit)		
Level 1	Physiotherapy Internal Entrance		
Area 2		Area 7	
		Level 3	Ward 15 & 16
		Level 2	GAU (Gynaecology Assessment)
			EPU (Early Pregnancy Unit)
Area 3		Level 1	Cardiac Rehabilitation
Level 6	Jackson Offices		Gynaecology Outpatients 2
Level 5	The Booking Centre		Occupational Therapy (OT)
Level 4	Family Care Division		Rainbow Centre A & B
Level 3	ELCAS Administration Office	Level 0	Dermatology
	East Lancs Breast Screening Service		Diabetes Clinic
	Primrose Suite		Cardiology Department
Level 2	POAU (Pre-Op Assessment Unit)		Macmillan Information Point
	ELCAS (East Lancs Child & Adolescent Service)		Outpatient Reception Area 7
	Estates Department		Orthopaedic Clinic
	Pain Management Services		Renal Dialysis Unit
Level 1	Domestic Services		Respiratory Department
	Mortuary		Theatres 11 & 12
	Post Room		X-Ray Area 7
	Security		W.H.Smith & Café
Area 4		Area 8 Victoria Wing	
Level 2	Eye Ward	Level 2	Ward 22
	Urgent Eye Clinic		Victoria Wing Offices (Ward 21)
	Eye Day Case	Level 1	Ward 19
	Restaurant	Level 0	Mackenzie Library
Level 1	General Outpatients		Mackenzie Centre
	Oral Surgery		Training & Development Centre
	Maxillofacial Clinic		Infusion suite
	Multi Faith Rooms		
	MRI - Fairhurst Building outside entrance		Rakehead House
	Physiotherapy Outside Entrance		
Area 5 LWNBC		Area 9	
Level 2	Antenatal Day Case & Triage	Level 0	CMUI (Children's Minor Illness Unit)
	Antenatal Ward		111 GP Out Of Hours
	Birth Centre		Urgent Care Centre
	Central Birth Suite		
	Gynaecology and Breast Care Ward		
	Gynaecology Day Case Unit		
Level 1	Woman's Health Theatre Department		
	Gynaecology Outpatients 1 & 3		
	Maternity Ward - Post natal		
	NICU		
	Ultrasound Scan & Antenatal Clinic		

Main Switchboard Telephone
01282 425071



Departments Listed Alphabetically	Area	Level	ELCAS(East Lancashire Children's & Adoles)			Maxillofacial Clinic			Rakehead House		
Anaesthetic Department	2	1	Endoscopy	6	2	Main X-Ray	3	2	Renal Dialysis Unit	7	0
Antenatal Clinic	5	1	EPU (Early Pregnancy Unit)	7	2	Maple House	4	2	Respiratory Department	7	0
Antenatal Daycase & Triage	5	2	ELCAS Administration Offices	3	3	Maternity Ward - Postnatal	5	1	Restaurant	4	2
Antenatal Scan	5	1	Estates Department	3	3	MRI - Fairhurst Building Outside Entrance	4	1	Speech and Language Therapy	1	2
Antenatal Ward	5	2	Eye Clinic	1	3	Mortuary	5	1	Theatres 3 & 4	1	2
Birth Centre	5	2	Eye Ward	4	1	Multi Faith Rooms	4	1	Theatres 11 & 12	9	9
Breast Care Ward	5	2	Family Care Divisional HQ	3	4	NICU	5	1	Theatres 5 to 10	5	1
Cardiac Rehabilitation	7	1	GAU (Gynaecology Assessment Unit)	7	2	Occupational Therapy (OT)	7	1	The Booking Centre	1	1
Cardiology	7	0	General Office 2	7	0	Oral Surgery	4	1	Training & Development Centre	8	81
Central Birth Suite	5	2	General Outpatient's Reception	4	1	Outpatient Reception Area 7	7	0	Urgent Care Centre	10	0
Children's Day Case Ward 27	5	7	111 GP Out Of Hours	10	0	Orthopaedic Clinic	7	1	Ultrasound	1	2
Children's Outpatients Ward 28	5	7	Gynaecology Daycase Unit	5	2	Orthoptic Clinic	4	3	Ultrasound Scan & Antenatal Clinic	10	1
Clinical Skills	1	3	Gynaecology Outpatient's Clinics 1 & 3	5	1	Pain Management Service	3	2	Urology Investigation Unit	1	2
CMUI (Children's minor illness unit)	10	0	Gynaecology Outpatient's Clinic 2	7	1	Pathology Blood Sciences	9	0	Victoria Wing Offices (Wards 21)	8	2
Daycase Reception	5	2	Infusion Suite	8	0	POAU (Pre-op Assessment Unit)	5	2	W.H.Smith & Café	7	0
Daycase Theatre	5	0	Jackson Offices	3	6	Pharmacy	1	2	Wards 15 & 16	7	3
Dermatology	7	0	Lancashire Elective Centre	5	3	Physiotherapy Internal Entrance	5	1	Ward 22	8	3
Diabetes Clinic	7	0	Mackenzie Library	8	0	Physiotherapy External Entrance	4	1	Ward 19	8	2
Domestic Services	3	1	Mackenzie Centre	8	0	Primrose Suite	8	1	Woman's Health Theatre Department	5	2
East Lancashire Breast Screening Service	3	3	Macmillan Information Point	7	1	Rainbow Centre A & B	7	1	X-Ray Area 7	7	0
						X-Ray Main			X-Ray Main	1	2

Royal Blackburn Hospital



To see the maps in greater detail, please click [here](#). To see a map of the wards at Royal Blackburn Hospital, please click [here](#).

DERI

DERI (Directorate of education, research & innovation) is an extremely valuable and useful website for learners who are on placement within ELHT. It has a range of information including placement profiles for each of the allied health professions which give an overview, contact information and details about the placement. Details for this can be found [here](#).

Learner SharePoint Page

A learner SharePoint page has been created which includes trust information, a learner forum/message board and links for learner support. The SharePoint can be found [here](#). We encourage all learners to join this SharePoint page. You will only be able to access this link once you have been provided with an ELHT email address.

Working Hours

Working hours and shift patterns will be determined by your clinical educator, as each department will vary. If you have any queries around your working hours, please contact your clinical educator. Please see your profile placement on DERI for further information.

RESTAURANT & WHATS CLOSE

Burnley General Hospital

The staff restaurant is situated in Area 4, Level 2 at

Open for sandwiches / drinks etc from 08.00 – 19.00 daily.

Hot meals available:

Breakfast 08.00 – 10.00

Lunch 12.00 – 14.00

Royal Blackburn Hospital

Grane Restaurant

Located on level 2

Opening Times

Monday to Friday: 08.00 - 19.00 **Weekends:** 11:30 - 13:30

Coffee shop

Located in hospital main entrance

Opening Times: Monday to Friday: 07.30 - 20.00 **Weekends:** 09.00 - 18.00

Marks & Spencer's

Located in hospital main entrance

Opening Times: Monday to Friday: 07.30 - 19.45 **Weekends:** 09.00 - 18.45

Virtual Clinics

Virtual clinics are being conducted by multiple departments within the hospital and use Attend Anywhere for this platform. Virtual clinics may or may not be utilised, dependent on your placement. Some placements are fully face to face where you will gain hands on clinical skills, whereas some placements offer a 50/50 blended approach incorporating hands on clinical skills and a virtual aspect. However, due to the COVID-19 pandemic, some placements being offered are 100% virtual and are done from home, and the type of placement should be confirmed once you receive your placement details from your university. If you are on a virtual placement and require any support, please contact Sarah Unthank. For those on virtual placements, you will likely use Microsoft Teams on a daily basis. A link to etiquette tips for teams use can be found [here](#).

Who is responsible for Supervision and Assessment?

You will be assigned a clinical supervisor/assessor(s) who will be your main point of contact throughout the placement. You may also work closely with other staff members from the team, as well as other members from a multidisciplinary team of professionals. You will receive feedback from these team members. You will have assessments during your placement which will be conducted by your clinical supervisor/assessor(s) to monitor your progression through the placement and ensure that you are meeting the agreed learning objectives.

Studying

There is Wi-Fi access across all hospitals within the trust. There is also a Learning Centre at Blackburn Hospital which has access 24/7 and spans 3 floors. This learning centre has disabled toilets and lifts. Burnley General Hospital has a library situated in the McKenzie Medical Centre which also has 24/7 access, disabled toilets and a lift. More information can be found at <https://deri.elht.nhs.uk/education-resources.html>. Once you have been provided with an ELHT account, you will gain access to OLI (On-Line Information). OLI has a number of resources available on there, such as Anatomy.TV and BMJ Best Practice.

Chaplaincy

The Trust has an Ecumenical – i.e. Interdenominational – Chaplaincy who work together as a team providing a 24/7 rota whereby whoever is on call responds to the request irrespective of denominational affiliations.

The Chaplaincy is an Inter-Faith Team with Christian and Moslem Chaplains working closely together with the Chaplaincy Co-coordinator who enables this relationship to be seamless, informed and unified. **The Chaplains can be contacted via the Switchboard.**

On both Royal Blackburn and Burnley hospital sites there is an **Interdenominational Chapel** and **Muslim Prayer Room**, each open 24/7.

Uniform

Uniform is to be worn whilst in the hospital setting only. To reduce the risk of spreading COVID-19 you should attend in your own clothes and change in to clean tunic and trousers on arrival, changing facilities are available.

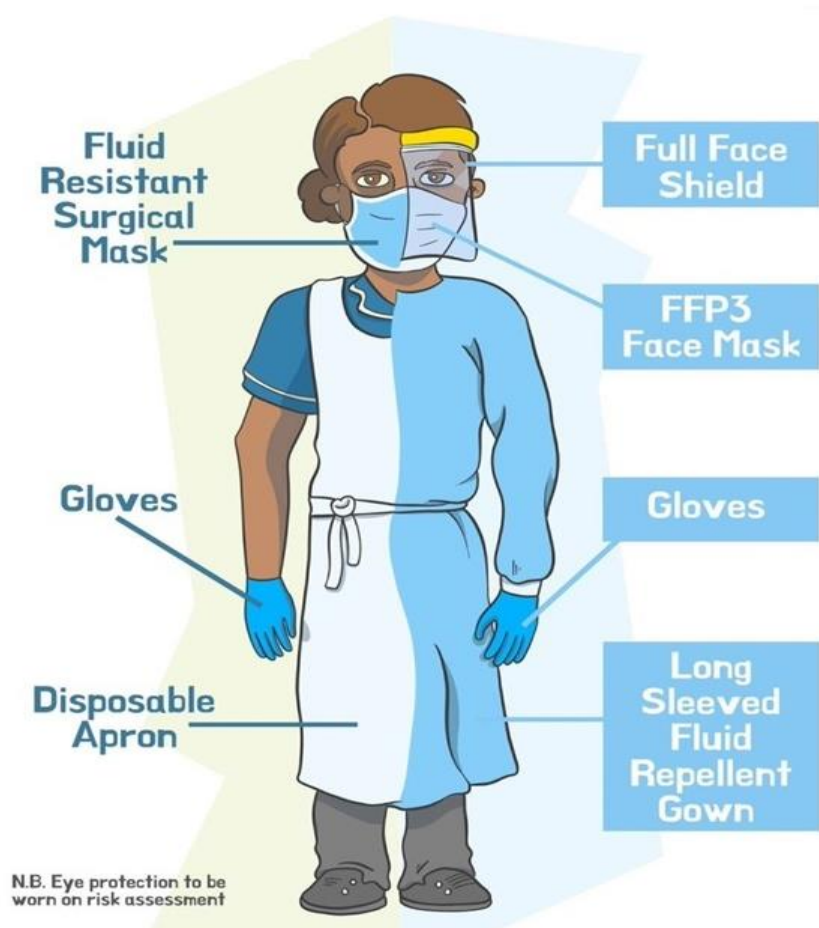
At the end of the day you will need to change out of your work clothes and place these in a plastic bag which you can seal.

Your work clothes should be washed at 60 Degrees as soon as you arrive home, then ideally tumble dried and ironed. The ELHT uniform policy can be found later on in this document.

Personal Protection Equipment (PPE)

During your placement you will be required to wear PPE when seeing patients in clinic or when going on to the wards. You will be shown how to correctly wear and use the appropriate PPE by your clinical supervisor/assessor. This may include the use of gloves, aprons, surgical masks and visors as appropriate.

Social distancing is to be adhered to where possible in the hospital setting. Please ask your clinical assessor prior to starting placement if you require an FFP3 mask to be fitted.



ELHT Uniform/Dress Code Policy

To view the full ELHT uniform policy, please click [here](#).

3.9 Personal appearance, dress, grooming and hygiene ITEM	ACCEPTABLE	UNACCEPTABLE
Uniform (where worn)	Trust wide uniform in good state of repair, clean, ironed with correct epaulette in the right size and length	Creased, or dirty uniform, ill-fitting uniform
Clothing – General	<p>Clothing that is clean, neat, ironed, in good repair and the right size</p> <ul style="list-style-type: none"> • Appropriate underwear, not visible through outer clothes • Business attire Smart casual attire 	<p>Clothing that is dirty, creased, faded, torn or noticeably worn</p> <ul style="list-style-type: none"> • Clothing that is too tight, too loose, low cut, see through or otherwise distracting • Clothing that exposes the midriff
General Clothing		<p>Undergarments that are revealing or do not compliment outer clothing e.g. black underwear under a white tunic</p> <p>Necklines which do not allow for modesty whilst performing ones job.</p> <ul style="list-style-type: none"> • Dress/suit lengths which do not allow for modesty whilst performing your role • Jeans Tracksuits

Name Badge	<p>Worn at all times in an upright readable position with name and photograph visible</p> <ul style="list-style-type: none"> • Must be worn with clip provided or NHS neck tape • To comply with health and safety requirements in some departments these will not be worn at the work base. 	<p>Absence of name badge</p> <ul style="list-style-type: none"> • Neck tapes other than NHS • Worn in a place this is hard to read • Stickers or pins attached to badges obscuring clarity
Hair	<p>Clean, groomed and arranged so that it does not interfere with the performance of duties</p> <ul style="list-style-type: none"> • Long hair is tied back and away from the face and secured with modest bands and clips 	<p>Unkempt hair, regardless of length</p> <ul style="list-style-type: none"> • Extreme hairstyles – asymmetrical shaving of the head without medical reason • Extremes of hair colour which are unnatural • Large bows, slides or bands to hold hair in place, or any sharp
Footwear	<p>Closed toe shoes must be worn in clinical areas at all times</p> <ul style="list-style-type: none"> • Shoes must be clean and polished • Shoe colour to match uniform back or navy blue • Clogs/Sandals as permitted by departmental policy (eg theatres). <p>Open toe shoes in non-clinical appropriate settings</p> <p>low heel height in clinical areas</p> <ul style="list-style-type: none"> • Re-enforced footwear with toe caps where indicated 	<p>Open toe shoes/sandals in clinical areas</p> <ul style="list-style-type: none"> • Dirty, scuffed footwear in poor state of repair • Training shoes with stripes, flashes or heel lights

Socks/Hosiery	<p>Plain black or navy blue socks when in Trust uniform</p> <ul style="list-style-type: none"> Hosiery to compliment outfit <p>Absence of socks or hosiery in hot weather conditions</p>	Novelty socks whilst in Uniform
Body Art and Tattoos	<p>Non-visible body art and tattoos</p> <p>If not covered, tattoos which are non-offensive</p> <ul style="list-style-type: none"> Marks for religious or cultural reasons 	Offensive or excessive tattoos which cannot be covered at work
Body Piercings	No visible body piercing ornamentation other than earrings	Any visible body piercing ornamentation other than earrings.
Make-Up	<p>Tasteful make-up that is complimentary to natural features</p> <ul style="list-style-type: none"> Markings for religious or cultural reasons <p>Camouflage make-up for medical reasons</p>	Excessive or extreme make-up which may be deemed offensive
Hats/Caps	<p>As part of a required uniform, for infection control and hygiene reasons</p> <p>safety head wear when medically indicated</p> <ul style="list-style-type: none"> religious or cultural headwear 	Hats or caps for fashion purposes

Fingernails	<p>clean and trimmed nails that are not excessive in length and do not interfere with performance of work</p> <ul style="list-style-type: none"> Artificial or polished nails in non-clinical areas which do not interfere with performance to work 	<p>Dirty, ragged nails</p> <ul style="list-style-type: none"> Artificial, acrylic gel nails in clinical areas Nails of extreme length Painted nails either coloured or clear in clinical areas Nails which pose an infection control risk Chipped or distressed polished nails in non-clinical areas
Personal Hygiene	<p>Clean and presentable</p> <ul style="list-style-type: none"> Use of mild scented deodorants and perfumes in clinical areas 	<p>Persistent body odour</p> <ul style="list-style-type: none"> Strong deodorants and perfumes in clinical areas
Jewellery	<p>Conservative jewellery that reflects a professional business like appearance in non-clinical areas. Must compliment clothing</p> <ul style="list-style-type: none"> In clinical areas plain metal wedding rings Small plain earrings 	<p>Carved or sculpted wedding rings</p> <ul style="list-style-type: none"> Large looped or hooped earrings Adornments which do not reflect a professional appearance Jewellery pieces which conflict with hand hygiene policy
Protective Clothing	<p>items of issued uniform clothing</p> <ul style="list-style-type: none"> Plastic aprons for control of infection purposes Theatre attire 	<p>Not wearing protective clothing where provided and essential to job role</p> <ul style="list-style-type: none"> Wearing theatre attire outside of theatre areas Incorrect disposal of protective clothing inline with Infection Control Policy

Responsibilities

- 4.1. It is the responsibility of all staff to ensure that every effort is made to keep uniforms in good repair and staff must inform their manager when items need replacing / repairing.
- 4.2. It is the responsibility of the ward/department managers, clinical leaders and clinicians to monitor compliance.
- 4.3. A clean uniform must be worn for each shift and laundered in accordance with the guidance issued in conjunction with infection control team.

Contact Numbers

Burnley General Hospital	01282 804602
Royal Blackburn Hospital	01254 734040
Hospital Switchboard	01254 263555
Citizens Advice Bureau – Burnley	01282 424655
Citizens Advice Bureau - Blackburn	01254 671 211
Samantha Heap (AHP PEF)	<u>Samantha.Heap@elht.nhs.uk</u>
Sarah Unthank (AHP digital lead)	
<u>sarah.unthank@elht.nhs.uk</u>	