



**NHS GRAMPIAN WORK EXPERIENCE POLICY FOR
PERSONS OTHER THAN SCHOOL PUPILS**

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Identifier:

NHSG/POL/44c/HR

Review date:

This policy will
be reviewed
biennially by
GAPF

Implementation date:

1st April, 2009

UNCONTROLLED WHEN PRINTED

VERSION 1

**NHS GRAMPIAN
WORK EXPERIENCE POLICY FOR PERSONS OTHER THAN SCHOOL
PUPILS**

If you have difficulty understanding the English language, this policy can be made available to you in a language of your choice.

This policy can also be made available, on request, in other formats e.g. in large print or on a computer disk.

For all requests for copies of this policy in another language, or in an alternative format, please call the Corporate Communications Team on 01224 554400.

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NHS GRAMPIAN WORK EXPERIENCE POLICY FOR PERSONS OTHER THAN SCHOOL PUPILS

1 INTRODUCTION

NHS Grampian Workforce Plan strives to produce a workforce around having the right people, with the right skills in the right place at the right time. Several initiatives serve to support this aim.

The development of a work experience policy for persons other than school pupils aims to support staff and persons on placement to achieve a safe, appropriate and effective work placement experience and is intended for the placement of persons over the age of 18 who do not attend school. Undergraduates who require work observation experience should follow guidance in conjunction with this **and** the NHS Grampian Work Observation policy, which can be found on NHS Grampian's intranet.

Within this policy and procedure are details for people on work experience as part of NHS Grampian's Human Resources Corporate Objectives. These objectives have identified that well managed and supported placements contribute towards Workforce Planning and redesign and, in particular, the recruitment of staff.

2 PLACEMENT TYPES

Several types of placement for work experience have to be considered in terms of capacity within NHS Grampian.

- Staff Nurse Development
- Return to Practice Students (Nursing and Midwifery)
- Pre-registration Healthcare Students i.e. Nursing & Allied Health Professionals from Robert Gordon University, Glasgow Caledonian University and University of Stirling (from Moray area)
- Access to Nursing
- Higher National Certificate Students
- Work experience from Schools and Universities
- Dietetic Students
- Mature work experience e.g. Royal Air Force personnel, Local Authority return to work projects
- Administration requests for degree and college courses
- Paramedics
- Job Jump Start
- Apprentices

Most placements e.g. pre-registration health care students (including medical), are already governed by agreed policy and procedures.

The development of a Work Experience Policy for Persons Other than School Pupils may add to recruitment for the National Health Service, recruiting individuals with required skills from other work experiences. The age and diversity of knowledge and skills which such individuals can bring could provide another sustainable route of entry to a NHS career, regardless of geographical location – a benefit to the whole system.

The work experience afforded such people can result in their taking up employment in the NHS or securing places for pre registration studies at Universities in health related studies.

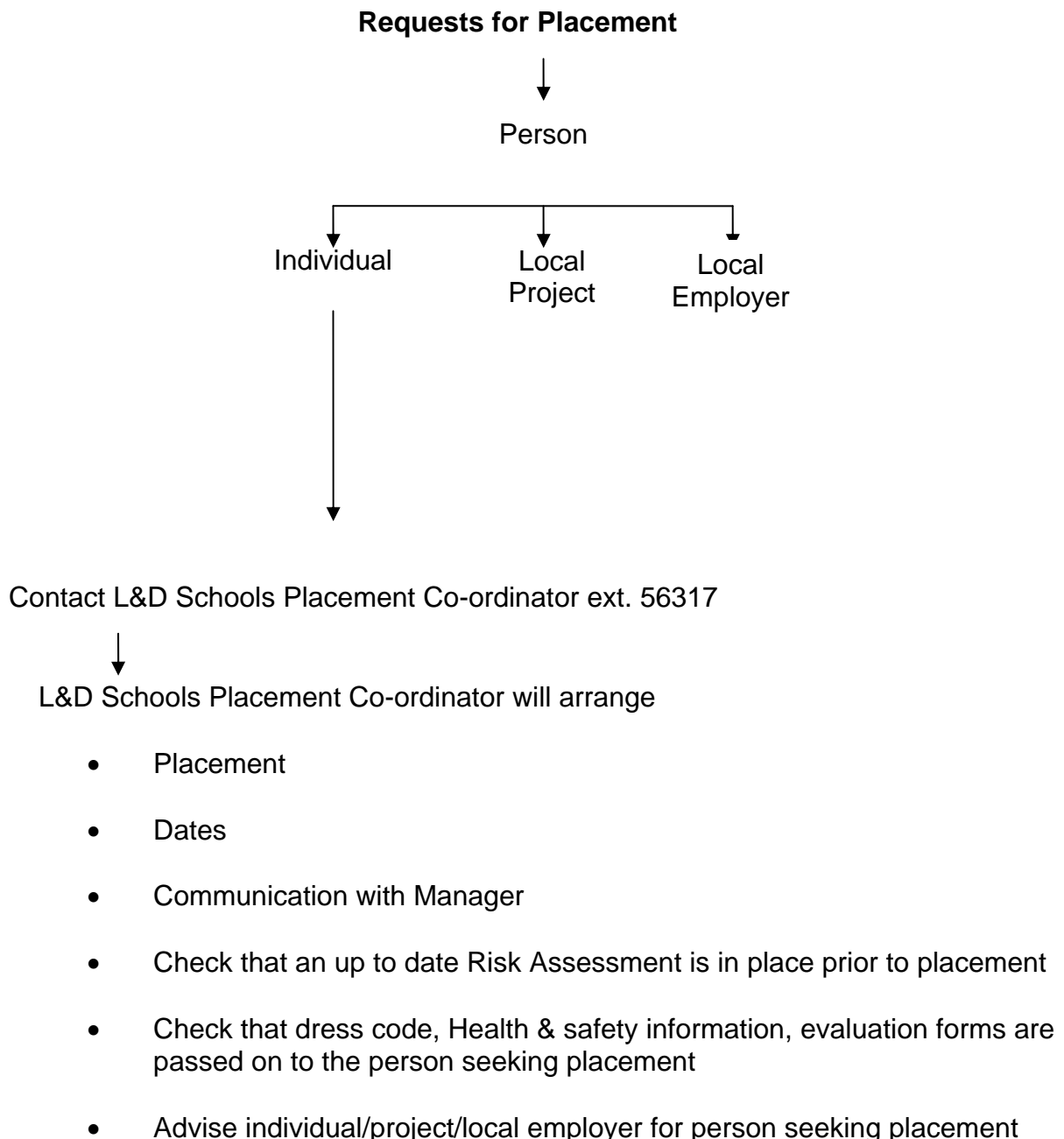
3 PROCESS FOR PLACEMENT

To ensure persons on placement gain as much as possible from their Work Experience Placement and to ensure minimum disruption to patient care, the following procedure should be followed:

- (i) The persons seeking placement will contact the Learning and Development (L&D) Schools Placement Co-ordinator in writing.
- (ii) The L&D Schools Placement Co-ordinator will arrange the placement by telephone with the appropriate Manager. Confirmation of arrangements will be sent to the Department or Ward and the person seeking the placement. In the event of there being no vacancies for placement, the L&D Schools Placement Co-ordinator will inform the person concerned.
- (iii) After full consultation, between the L&D Schools Placement Co-ordinator and the area in question, it will be confirmed to the Head of Department/Supervisor/Ward Manager when the placement will take place. The manager should notify other members of staff within the department that a visitor will be joining the team for a short time. The manager should confirm all parties are in agreement to the placement taking place.
- (iv) NHS Grampian requires each area which may provide placement to complete a Risk Assessment. Once agreed by the manager that the assessment represents the current risks in the department, the L&D Schools Placement Co-ordinator will forward Risk Assessment to the person seeking placement.
- (v) Prior to placement, the person seeking placement must contact the manager concerned to arrange a visit or to discuss by telephone details of their placement.
- (vi) The person will be asked to report directly to their placement Ward or Department where they will be given a Confidentiality Form which they **must** sign before starting their placement and the Manager must satisfy themselves that the person understands what is expected of them.

The confidentiality forms will be stored at ward level. Evaluation forms are to be returned to the L&D Schools Placement Co-ordinator at the end of the placement – see **APPENDICES 2 and 4**.

- (vii) Departments and Wards who wish to develop their own local and more detailed Guidelines or programmes (including induction and overview) for placements may do so. See the Guidance for Managers at **APPENDIX 1**.



The person on placement will return evaluation forms to the Learning & Development Schools Placement Co-ordinator.

4 CONSIDERATIONS FOR PLACEMENT

All staff (clinical or non-clinical) should be aware that only placements for persons other than school pupils which are arranged by the L&D Schools Placement Co-ordinator and following the procedure outlined in this document, will be covered by NHS Grampian's indemnity scheme.

This Guideline/Policy apply on all NHS Grampian sites both clinical (Hospitals and Health Centres and dental Surgeries) and non-clinical (Headquarters, Estates, etc).

This Guideline/Policy applies only to those General Practice or general Dental Surgeries which are part of NHS Grampian and does not include the majority of GP Practices who are independent contractors and will have their own arrangements for the placement of such persons.

Staff should note that as a matter of routine the L&D Team does not recommend or endeavour to place persons on placement in high-risk clinical areas ¹ (HSE 2000 point 23). The L&D Team, which handles the administration of work experience placements, are not competent to assess the risk associated with persons on placement entering clinical and especially theatre areas. Exemptions do exist in HSE guidance for placements of persons they are e.g.

- Ionising Radiation
- Lead or asbestos
- MRSA patients
- Processes involving compressed air/high voltages/asbestos
- Working in the mortuary

It is, however, important that when clinical staff accept people on work placement, and decide to take them into high-risk areas, they review and make appropriate amendments to the NHS Grampian Risk Assessment form.

Please remember that these Guidelines are generic as they apply to all sites within NHS Grampian offering work experience placement opportunities, people on placement and to the wide range of careers available within the NHS. When a person has been placed, Departments are, however, free and encouraged to arrange their departmental programmes as they see fit.

5 RESPONSIBILITIES

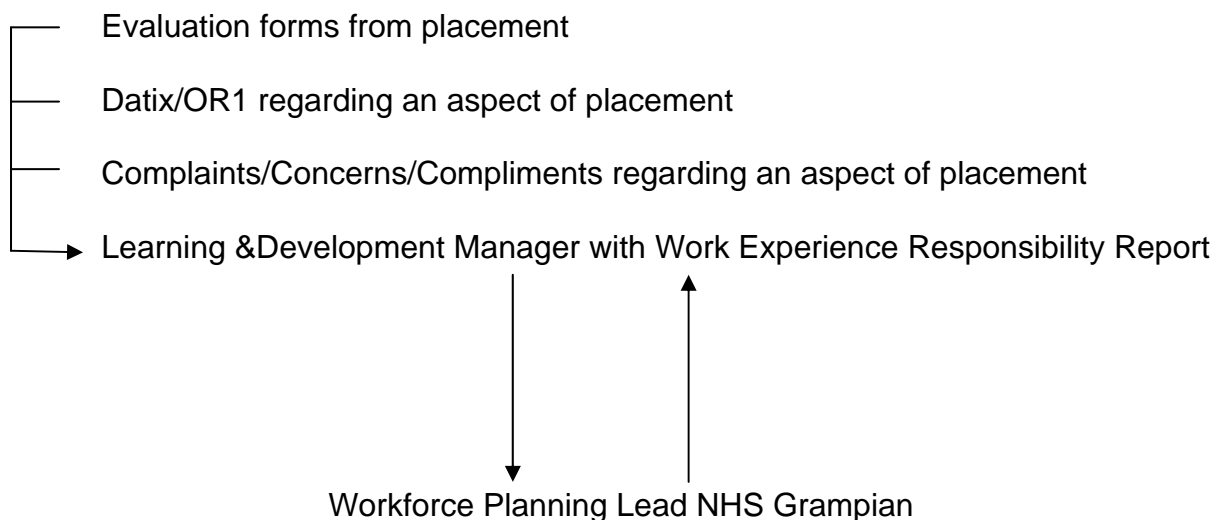
- (a) The Manager is responsible for the safety of people on placement (as they are for other members of staff) at all times while they are on NHS Grampian premises. People on placement are classed as employees of NHS Grampian for Health and Safety and Insurance purposes whilst on placement. Under the Health and Safety at Work etc Act 1974 we, as employers, have a 'duty of care' towards all employees, visitors etc and will take all reasonable steps to ensure the workplace is safe. Also, NHS Grampian Employers Liability Insurance includes in the definition of the term employee, "any student or person under work experience or similar schemes".
- (b) Under no circumstances should any member of NHS Grampian staff organise or accept any Work Experience placement into their department without reference to the Schools Placement Co-ordinator 01224 556317
- (c) Risk Assessments will be completed prior to each placement on NHS Grampian Risk Assessment forms. Advice and guidance on risk assessments for persons on placement with additional support needs should be directed to the Area/ Department/Sector Risk Advisor.
- (d) Persons other than school pupils seeking placement with NHS Grampian will be over 18 years of age and not attending school.
- (e) People on placement are expected to dress smartly and appropriately according to the needs of the Department into which they are placed. Individual departments will inform attendees what is required. See Guidance for Persons Other than School Pupils on Work Experience Placements at **APPENDIX 3**. Persons on placement are expected to wear an identification badge at all times i.e. visitor's badge with the person's name clearly marked.
- (f) A Work Experience placement may last for a maximum of 3 days although in some departments or areas extremely worthwhile placements may be obtained in as little as a few hours, half a day, one-day etc.
- (g) The duration and date of the placement will be agreed with the Department concerned, the person seeking placement and the L&D Schools Placement Co-ordinator before a placement is confirmed.
- (h) Persons on placement must not have access (supervised or otherwise) to any patient's case notes or view clinical procedures without the patient's **and** the doctor's consent. This is because of the sensitive nature of the work in a hospital and the confidentiality associated with it. All persons on placement will sign a Confidentiality Statement - see Guidance for Persons Other than School Pupils on Work Experience Placements at **APPENDIX 3**.
- (i) Persons on placement must not come into contact with complex medical equipment or dangerous machinery of any description.

- (j) NHS Grampian Radiation Protection Committee Statement (provisional) states:

“If there is a possibility that an attendee will need to enter, or be present in, a designated radiation area where ionising radiation is used, then it is the responsibility of the manager/consultant to check with the responsible person for that area what provision, if any, has been made in the local rules and procedures to accommodate the attendee in the radiation area. Designated radiation areas include all x-ray rooms, theatres or wards when mobile x-ray units are in use, Nuclear Medicine, Radiopharmacy and Radiotherapy. For x-ray rooms or theatre x-ray work the responsible person is the Superintendent Radiographer of the local x-ray department. For Nuclear Medicine and Radiotherapy the responsible person is the relevant Head of Service; and for Radiopharmacy the responsible person is the Radiopharmacist.”

- (k) There will be no payment for anyone undertaking a Work Experience Placement within NHS Grampian.
- (l) Transport and meals/refreshment will be the responsibility of the person on placement and will not be provided by NHS Grampian.
- (m) NHS Grampian will not allow any person on placement to do work which is either prohibited by law or too hazardous for the inexperienced. Persons on placement will not lift loads.
- (n) Persons on placement will be supervised, or within reach of an appropriate member of staff, at all times. If the nominated supervisor of a person on placement is absent, alternative supervision should be arranged and the individual advised.
- (o) In the event of difficulties arising within the duration of a placement, the Manager should, as a matter of urgency, contact the appropriate L&D Schools Placement Co-ordinator who will discuss the matter with the person on placement. NHS Grampian, however, reserves the right to request that the person on placement be removed.
- (p) The manager should spend 30 minutes at the end of the placement discussing the person's progress and giving them constructive feedback.

6 MONITORING AND EVALUATION OF WORK EXPERIENCE FOR NHS GRAMPIAN



- Review placement numbers
- Feedback
- Impact upon recruitment
- Links with Higher Education Institutions & Education

7 RISK ASSESSMENT FOR NHS GRAMPIAN WORK EXPERIENCE

The NHS Grampian Risk Assessment Policy and Guidance Document, which can be found on the Risk Management Unit's pages on NHS Grampian's intranet, provides comprehensive support and guidance in Risk Assessment.

8 USEFUL RESOURCES

- NHS Grampian's Risk Assessment Policy and Guidance Document which is available on the Risk Management Unit pages of the intranet.
- HSE Web site Work Experience - <http://www.hse.gov.uk/>

9 REFERENCES

Health & Safety at Work etc Act 1974 Health & Safety Executive

Young People at Work - a guide for employers 2000 Health & Safety Executive

GUIDANCE FOR MANAGERS - WORK EXPERIENCE PLACEMENTS FOR PERSONS OTHER THAN SCHOOL PUPILS

INTRODUCTION

In general the restrictions placed on staff take the form of prohibitions found in specific regulations such as the Ionising Radiation Regulations etc, however as people on placement will be under supervision at all times, the generic guidance that follows will ensure that the foreseeable hazards people on placement may be exposed to are appropriately managed.

Further guidance on managing the risks associated with work placement can be found in Managing Health and Safety on Work Experience – A guide for organisers (HSG199).

CONFIDENTIALITY

Before commencing their placement the person on placement should be asked to read and sign the Confidentiality Statement provided. It is **essential** that the person on placement understands that confidentiality must be upheld at all times and that it is the right of every patient to have privacy and dignity respected at all times.

INTRODUCTION TO WARD/DEPARTMENT

It is recommended that on their first morning the person on placement is introduced to as many of the team as possible and is instructed on the following Workplace Hazards, Safety Precautions and Emergency Procedures.

Attendees should be shown where to secure their belongings.

The following lists are not exhaustive and are meant as a guide for managers to consider when dealing with persons on Work Experience placements.

WORKPLACE HAZARDS

Prohibited Plant and Machinery

Clearly identify any plant or machinery that person on placement must never operate or approach.

Machinery

Explain to the person on placement that they must never operate any machine without the permission and direct supervision of the supervisor.

Hazardous Substances

Identify hazardous substances present and the necessity for them to be avoided. Explain the importance of complying with notices and advice given on container labels.

Environments where there is any risk of exposure to toxic or carcinogenic substances are not suitable for work experience placements.

Lifting and Manual Handling

Do not allow lifting or handling of patients or moving of heavy or awkward objects, either with or without lifting aids.

General

Explain the importance of basic safety e.g. keeping drawers and cupboard doors shut, safe positioning of loose cables for telephones, computers etc; safe storage of materials; keeping the work area clean and tidy.

SAFETY PRECAUTIONS

Safe Systems of Work

Explain the importance of safe working practices. Some procedures will expose the attendee to risks. Explain these and instruct the person on secondment about safe working practice. Ensure attendees get any further briefing they need before they move on to something new.

Protective Clothing

Describe what is provided, when and why it must be used and how to make any necessary adjustments. Where protective clothing or equipment is required the supervisor must ensure it is worn correctly or the person on placement is removed from the risk.

Safety Equipment

Explain when and why it must be used, where it is kept and how to use it. Where protective clothing or equipment is required the supervisor must ensure it is worn correctly or the person on placement is removed from the risk.

Hygiene

Notify the person on placement where the lavatories and washing facilities are and explain the importance of hand washing on entering and exiting the workplace and at regular intervals to reduce the risk of spreading infections.

It is recommended that the people undertaking placements in clinical areas should be instructed in how to wash their hands correctly and demonstrate their level of ability before entering clinical areas.

Exclusions

The person on placement must be aware that they should not attend their placement if suffering from any of the following:-

- Diarrhoea and/or vomiting
- Colds and/or flu
- Rashes (that are not confirmed as harmless by a doctor)
- Generally feeling unwell

EMERGENCY PROCEDURES

First Aid

Indicate who the department/ward/nearest First-Aid person is and where they can be located.

Accident Procedure

Explain that all accidents, no matter how small, must be reported and to whom the mature person should report in the event of any accident.

Fire Alarm

Explain what the person on secondment should do if they discover a fire. Describe how they will know if the alarm has been raised.

Emergency Evacuation

Explain the procedure for emergency evacuation including the route to be taken, use of emergency exits, assembly points and reporting procedures. It is important to stress that there should be no running during the evacuation.

Distressing Situations

Whilst the person on placement should not be exposed to situations they may find excessively stressful or distressing, it is understood that placements taking place in clinical areas may result in them being exposed to traumatic or distressing situations. In the event of clinical emergencies the person on placement must be directed to the nearest rest/relatives room and instructed to wait there until a member of staff collects them.

In the event that the person on placement becomes distressed themselves, they will be provided with the same support offered to NHS Grampian employees including, where necessary, access to the Occupational Health Service (OHS).

AND FINALLY -

It is important that persons on Work Experience are supervised, or within reach of an appropriate member of staff, at all times whilst they are on NHS Grampian premises and are confident about the nature and method of the tasks they have been given to do.

The Policy and Procedure is structured in such a way as to ensure the person on placement gains as much as possible from the facilities available and to safeguard NHS Grampian from possible Health and Safety and Insurance problems.

Please remember, the placement that the person on placement receives may not be their first choice. Whilst we are unable to screen the person on placement before a placement we do recommend that wherever possible you arrange a telephone conversation with attendee or a face to face meeting.

NHS Grampian and the person on placement are always grateful for the support of those Departments and their staff, who are prepared to take Work Experience attendees.

If there are any matters arising from the above guidelines about which you require further information please contact the appropriate Learning and Development Team on ext. 56317.

GUIDANCE FOR PERSONS OTHER THAN SCHOOL PUPILS ON WORK EXPERIENCE PLACEMENTS

Dress Codes

A copy of the dress code for people on placement is attached but you should discuss this with your placement supervisor when you call to confirm your acceptance of the placement, as in certain areas special clothing or overalls will be provided for you. Use common sense when deciding what to wear and remember that ward areas in hospitals can be very hot so you should try to wear light clothing to prevent you becoming too hot.

When deciding what is appropriate clothing to wear please remember that hospitals are communities of people from many backgrounds and of all ages and your choice of clothing can inadvertently cause some people offence or distress. Accordingly clothing that exposes the midriff or underwear is not acceptable.

The requirement for persons to wear items of clothing as a religious duty will be respected.

Reporting For Work Procedures

Depending on where you are placed the reporting procedure will vary. You should receive details from the L&D Department. NHS Grampian would, however, appreciate if you contacting your placement supervisor before you start to make sure you understand where you have to go, at what time and if they have any special requirements in the way of dress code.

Confidentiality and Security

Although issues of confidentiality will have been discussed with you by the manager of the placement, on the first day of your Work Experience Placement you will be asked to read and sign a Confidentiality Form. It is **essential** that you understand that confidentiality must be upheld at all times and that it is the right of every patient to have privacy and dignity respected at all times.

You will also be issued on the first day of your placement with a Name Badge which you must wear at all times. It is essential that this badge be returned to your supervisor each day and at the end of your placement.

During your Work Experience Placement you have all the rights of an employee under the Health & Safety at Work etc Act 1974. You also have the responsibility to:

- Take care of yourself and others
- Co-operate with your placement provider
- Not to interfere with anything provided for your safety

Please remember to keep to an absolute minimum any valuables which you bring on site. You must ask your Manager where you can safely store your possessions. NHS Grampian cannot accept any responsibility for items belonging to attendees which are left unattended and which are lost or stolen whilst on placement.

Personal Hygiene

During your placement within NHS Grampian you will be expected to play your part in the control of Healthcare Associated Infection and demonstrate the highest standards of personal hygiene at all times. You will be expected to wash your hands at regular intervals throughout the day and especially on entering clinical areas, before eating, and after using the toilet.

Introduction to your Department/Ward

On the first morning of your placement you will be introduced to as many of the staff as are available and be instructed on Workplace Hazards, Safety Precautions and Emergency Procedures.

Evaluation of Your Placement

NHS Grampian will issue you with a very short Evaluation Form which we would appreciate if you could complete and return to your supervisor. This will give us an idea of how beneficial and enjoyable your placement with us has been.

We hope that your Work Experience Placement at NHS Grampian, whichever Department you are placed in, offers you a useful insight into the world of healthcare and that you perhaps take away a clearer idea of a future healthcare career. Good luck!!

DRESS CODE

- Shoes** Trainers or low heeled fully enclosed shoes should be worn. Shoes with any heel are discouraged as it can lead to discomfort and/or accidents within the work place.
- Shirt/Blouse** A shirt/blouse or tidy sweatshirt can be worn.
- Trousers/Skirt** Smart trousers in good repair should be worn. A knee length skirt may be worn that is not too tight as this can be dangerous in the work place. Mini skirts are also unsuitable as they too can be dangerous in the workplace. Jeans are not allowed.
- Jewellery** Jewellery should not be worn as it can cause accidents. Earrings can be worn but they must be the stud type, one pair only (one earring per ear lobe). Nose studs and other visible body piercing are not acceptable.
- Nails** Should be short, clean and varnish free as you may be helping a patient.
- Hair** Long hair should be tied back.
- Make-up** Make-up can be worn but it should be light and inoffensive.

CONFIDENTIALITY DURING WORK EXPERIENCE PLACEMENTS

During the time you will be at NHS Grampian you will probably see and hear confidential information about patients or members of staff. At no time should you mention or discuss any of the information about patients to any other people unless they are directly involved with the care or treatment of that same patient.

Similarly no information of a personal or confidential nature about any member of staff should be repeated to anyone without permission to do so.

REMEMBER: it could be you or a member of your family who is in hospital or at a clinic

PLEASE SIGN BELOW TO SHOW THAT YOU HAVE READ AND UNDERSTOOD THE ABOVE STATEMENT.

Print Name	
Signature	
Date	
Name of Current Employer/HEI	
Home Address	

This form must be signed in the presence of your placement supervisor and will be retained in the ward/department.

WORK EXPERIENCE EVALUATION QUESTIONNAIRE

We hope you enjoyed your Work Experience Placement within NHS Grampian. In order to develop Work Experience Placements for future attendees we would greatly appreciate if you could complete the following questionnaire. This will be held in strictest confidence.

Thank you for your help.

HospitalDate of Placement

Department

1. On a scale of 1 to 10 the staff with whom you worked were:

Please circle the point which closely describes your thoughts

Not friendly	1	2	3	4	5	6	7	8	9	10	Friendly
Not Helpful	1	2	3	4	5	6	7	8	9	10	Helpful
Not supportive	1	2	3	4	5	6	7	8	9	10	Supportive
Unapproachable	1	2	3	4	5	6	7	8	9	10	Approachable

2. What did you most enjoy about your work placement?

3. What did you least enjoy about your placement?

4. Did your placement meet with your expectations?

5. Please feel free to comment on any other aspects you think are important so we can make Work Placements within our Organisation better for other attendees.

6. Please return this completed questionnaire to your Supervisor. Many thanks for your help.

Please return to : Learning & Development Dept, Staff Home, Woodend Hospital
Eday Road, Aberdeen, AB15 6XS