Staff Handbook
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# Staff Handbook – updated 2014

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Message from Chief Executive
Welcome to Chelsea and Westminster Hospital NHS Foundation Trust! I am delighted that you have joined the team.

I hope that you learn lots, deliver great results and have a fulfilling career here with us all.

We are proud to be one of the leading hospital Trusts in London offering a variety of general and specialist services. In all we do, we aim to give patients high quality care and an excellent experience while spending time at our hospital. We are here to best meet the health needs of our local community and adapt the care we give to fulfil each person's individual needs.

At Chelsea and Westminster we always put people first and I, together with all my senior colleagues, am keen to hear your views about your experiences of working at Chelsea and Westminster. We all want to continue to ensure that this is a great place to work, whichever part of the hospital we work in, and whatever type of role we have.

As Chief Executive for Chelsea and Westminster, I am proud to be a part of a team of more than 3,000 individuals who strive to ensure our patients get the best of everything we have to offer.

We have some super talented and dedicated people who work here, who all want to make sure that our patients, and our staff have the best possible experience here and always displays our Trust values - Excellent, Safe, Kind and Respectful. Please help us to continue to make that our reality.

Over the past years we have received recognition for our flexible approach for working families and have again this year been awarded the Top 30 Employers for Working Families 2014. I am looking forward to continue our great partnership working together in making this Trust a fantastic place to work and an outstanding Trust for patients.

Elizabeth McManus
Interim Chief Executive
From time to time we give away prizes in nationwide and local competitions. From free gym memberships to top of the range racing bikes. For your chance to become one of our lucky winners you can enter at:

Visit our website and download your staff handbook to your smart phone now!
Values, Vision and Objectives

The Trust Values:

- **Respectful** – I will treat people as I wish to be treated myself
- **Safe** – I will do everything I can to make our hospital as safe as possible for patients, relatives, carers and staff
- **Kind** – I will notice when you need help and go the extra mile
- **Excellent** – I aspire to be the best in all my actions and interactions

Our values underpin everything we do as a Trust and as individual members of staff. We want to ensure the highest quality care for those being treated here and the highest quality experience for staff working here.

Our values define the quality of care that patients should expect at Chelsea and Westminster and how we as staff can help meet those expectations.

The values have been developed by staff, patients and members of the public and we have defined the expected behaviours. It’s up to all of us to ensure that we keep these values at the heart of everything we do.

The Trust Vision:
Chelsea and Westminster Hospital NHS Foundation Trust (CWFT) has set out a core vision, which is to:

**Deliver the best possible experience and outcomes for our patients.**

To help realise this vision in a way that is aligned with wider NHS objectives and the needs of our local health economy, we have defined four supporting, interlinked strategic objectives:

- Excel in providing high-quality clinical services;
- Improve population health outcomes and integrate care;
- Deliver financial sustainability; and
- Create an environment for learning, discovery and innovation.
Award-Winning Staff
We are proud that the hard work and expertise of our staff has been recognised through a number of prestigious national awards, including: Children and Young People Now Awards 2013 – highly commended - recognised for our innovative partnership with the local authority play scheme with the Royal Borough of Kensington and Chelsea

Health Service Journal Awards 2013 – Improving Care with Technology Winner - 56 Dean Street won in recognition of their unique Dean Street @ Home HIV testing service

Centre of Excellence’s 2013 NHS Healthcare Award - Best use of Analysis to Reduce and Manage Unscheduled Care Flows Winner - the Information Team won for their work on Qlikview to identify and unblock patient flows in emergency care

Dr Foster Intelligence 2013 Good Hospital Guide – highly commended - improved weekend readmission rates

American Epilepsy Society Awards – Nurse Award winner - Siobhan Hannan, Roald Dahl Sapphire Epilepsy Nurse Specialist, won for her research work

David Bromham Memorial Award presented by Royal College of Obstetricians and Gynaecologists – 2013 winner - The Female Genital Mutilation Service (FGM) won for their collaborative work around women who have undergone FGM and the complex requirements of these women involving different medical disciplines

UK Sexual Health Awards 2013 - Brook Adult Sexual Health Service of the Year winner - Female Genital Mutilation service

National Lifeblood VTE Awards 2013 - Best Obstetrics Venous Thromboembolism Prevention Programme winner - excellence and improving patient safety within the Obstetrics department

Top 30 Employers for Working Families 2013

Top Employers for Working Families Awards 2013 - Best Employer for Carers & Eldercare winner
British Medical Journal (BMJ) Improving Health Awards 2012 - Health Communication Campaign of the Year – *56 Dean Street won for their initiative to set a Guinness World Record for the number of HIV tests carried out in one day at one location*

**Trust Structure**
The Trust is split into three clinical divisions, supported by Trust-wide services. These divisions are:

- Women’s and Children’s, HIV and GUM
- Planned Care – Surgery and Clinical Support
- Emergency and Integrated Medical Care

Each division has its own business plan designed to help achieve the Trust’s objectives. These divisions deliver our local and specialist patient services.

Our specialist services include:
- Paediatric and Neonatal Surgery
- Neonatal Intensive Care Unit (NICU)
- Paediatric A&E
- High Risk Maternity
- Burns Unit
- Dermatology
- HIV
- Assisted Conception Unit (ACU)
- Weight Loss Surgery
- Stroke Service

A detailed organisational chart can be found on the Trust intranet. The following summary helps demonstrate the structure and how services are aligned.
Patients

Wards and Departments

Team Leaders/Department Managers

Directorate Teams

Clinical Divisions
- Women’s
- Children’s, HIV
- GUM
- Planned Care
- Surgery Clinical Support
- Emergency and Integrated Medical Care

Trust-wide Services
- Communications
- Chaplaincy
- Facilities
- IT
- HR & OD
- Finance
- M-PALS
- Occ Health
- Clinical Governance
- And many more

Board of Directors
This consists of Executive Directors and Non-Executive Directors and makes decisions regarding the running of the organisation presently and going forward. The appointment of the Chairman and re/appointment of the Non-Executive Directors is approved by the Council of Governors.

Council of Governors
This includes elected representatives of patients, members of the public and staff.
Foundation Trust Membership
As a staff member, you automatically become a member of the Foundation Trust. Patients and people living locally can choose to join as members. We have members because as a Foundation Trust we are accountable to our local community. We listen to our members and involve them fully in the life of the Trust to ensure we meet local needs and respond to their feedback.

Members of the Trust are literally its foundation because it is their opinions, electing of Governors and participation in activities which can influence our services.

As a member you will receive information about our services and our future plans, and have the opportunity to have a say in decisions we make about the way we work. You can have as much or as little involvement as you want.

We are always looking to recruit new members to the Trust. If you have friends or family who are interested, they can become a patient or public member by completing a form online at www.chelwest.nhs.uk/get-involved

Members of our NHS Foundation Trust also have the opportunity to stand for election to the Council of Governors which helps to shape the services we provide and reflects the needs and priorities of our patients, staff and local communities. A driving force behind NHS Foundation Trusts is the active participation of the Council of Governors. The involvement of governors brings improvements to the quality of patient care.

Staff Benefits and Well-being
The Trust understands that healthy and happy staff are vital to providing excellent patient care and experience. Therefore, the Trust has a joint staff and patient experience approach, and health and wellbeing strategy, recognising the two go hand-in-hand.

As part of this we offer a diverse range of staff benefits including:

Cycle to Work Scheme: Staff to make savings on the cost of purchasing a bike.
Salary extras: Staff have the chance to make savings on the cost of mobile phones, laptops, tablets and other devices through the Salary Extras salary sacrifice scheme. Staff can register for this scheme at certain times during the year.

Holiday play schemes: Subsidised places can be pre-booked at a local play scheme for the Easter, summer and half term holidays. The scheme is advertised on the Daily Noticeboard and booking sessions take place approximately one month prior to each holiday.

Childcare vouchers*: Staff can make savings on the cost of childcare by joining the childcare voucher scheme. Savings are made by salary sacrificing up to £243 per month (£124 for higher rate tax payers).

*Subject to government changes in the future

Childcare subsidy: Eligible staff can apply to receive up to £200 per month to assist with the cost of childcare fees. Application forms are available in the Employee Benefits folder on the Intranet.

Parking permit salary sacrifice scheme: Staff who hold a hospital parking permit can save money by paying via salary sacrifice. If you already have a parking permit and wish to participate in the scheme, please contact our HR Team on ext. 55869.

Annual leave buy and sell back scheme: Staff can request to buy extra leave or sell back leave from their manager.

NHS discounts
The Trust has a list of discounts offered by local businesses to Trust staff – the list is updated regularly and is published on the Trust website at http://www.chelwest.nhs.uk/working-here/staff-benefits/staff-discounts. There is a website which offers exclusive discounts to NHS employees. The site provides information about hundreds of discounts available from some of the country’s largest businesses, plus many other features. All you need to do is log on to www.nhsdiscounts.com and register.

My Trust Benefits
“My Trust Benefits” is an external benefit programme for employees and members of Chelsea and Westminster Hospital NHS Foundation Trust. Staff can save money with hundreds of well-known brands. You can
make savings on a wide range of day-to-day items, travel and leisure, retail and fashion as well as products in the financial and insurance categories. Register here: www.chelwest.mytrustbenefits.co.uk (Please be aware that this benefits scheme is not run by the Trust).

Further information on our benefits can be found in the employee benefits folder in the Human Resources section of the intranet.

Other forms of support and benefits available to Chelsea and Westminster staff include:

- Occupational Health and fast-track physiotherapy
- Wellbeing and exercise classes
- Staff side representatives
- Flexible working
- Self-rostering
- Flexible retirement
- Special leave policy
- Career break scheme
- NHS pension scheme
- Subsidised restaurant
- NHS discounts
- Learning and development support
- Multi-faith chapel
- Directors Den and Enterprise Partnership support for good ideas
- Supporting staff policy which includes support for traumatic events.

If you have any other ideas for benefits or schemes that can help staff wellbeing and also help deliver the Trust objectives, please let us know by contacting the Human Resources department.

**Restaurant and other facilities**
The restaurant on the lower ground floor of the main hospital building is open from 7.30am until 5pm Monday to Friday. Costa Coffee on the ground floor provides a range of food and drinks from 7am until 7pm. There is a smoothie juice bar located in Outpatients on the lower ground floor. Discounted prices and loyalty cards are available for staff. Vending machines are available on the lower ground floor and ground floor of the main hospital. There is also a small general shop selling cards, magazines, confectionery etc, run by the Hospital Friends which is located on the ground floor.
The RCN welcomes you to Chelsea and Westminster Hospital NHS Foundation Trust

The Royal College of Nursing is the largest nursing-specific trade union in the UK. We welcome nurses, midwives, health care assistants and assistant practitioners.

We campaign on your behalf on issues that are relevant to you, your workplace and the NHS.

We offer legal protection, expert representation and an advice service should you need personal or professional support. You can access award winning online tools, professional development resources including an online library, and discounts on events.

No other union offers you all of this and much more. You can't afford to be without the RCN.

Join today. Visit www.rcn.org.uk/join or call 0345 772 6100
Car Parking and Travel
The Trust has a Travel Plan providing information for staff regarding the use of public transport, cycling or walking options where appropriate. This is located on the intranet under the Estates & Facilities Directorate section.

Car parks
Parking facilities for staff who travel by car are limited as the spaces are also needed for our patients and relatives. The entrance to the on-site car park is accessed via Nightingale Place (full-time permits are no longer available for this site). However, applications for a space at the nearby car park on Edith Grove, will be considered and, if available, a space granted. Nights and weekend passes on-site are available immediately. The application form can be downloaded from the intranet under the Estates & Facilities Car Parking section. The completed forms should be submitted to the Estates & Facilities department.

Recharge points are available in the car park to recharge electric vehicles. Hospital car park permit holders can opt to pay monthly via salary sacrifice. There are a number of spaces available for disabled car users (blue badges should be displayed when using these spaces); these are charged at the concessionary rate for staff.

Taxi use
We ask that staff make their own way to clinical duties to ensure best use of public money. Taxis can only be used if it can be demonstrated that it is cost-efficient and pre-agreed. Payment for these journeys should be made by the members of staff, and claimed back via payroll on the authorisation of their line manager. These guidelines can be found in further detail on the intranet under Estates and Facilities Directorate – Courier and Taxi policy.

Cycling facilities
There is a secure cycle cage in the hospital car park. Applications for access to this area can be obtained by downloading a form from the Trust intranet (Estates & Facilities Directorate section). Extra cycle parking facilities are also provided in the main body of the same car park, with additional spaces located outside Starbucks on the corner of Fulham Road and Nightingale Place.

Shower facilities are located at the Trust premises – please seek advice from your line manager or Facilities for your nearest facility. Shared
facilities are located on the lower ground floor D lift by the ISS/linen room.

**Communication and Staff Involvement**
The Trust is committed to keeping all staff fully informed about everything that has an impact on their working lives at Chelsea and Westminster by providing them with information, consulting with them on key decisions, and listening to their concerns. We have a communications team in place to support staff to communicate their work with colleagues, patients, members and the wider community. Please do familiarise yourself with the communications policy and media policy available from the intranet.

The Trust consistently scores highly for the percentage of staff reporting good communication between management and staff in the NHS Staff Survey.

Communication channels have been put in place to provide staff with information, consult staff or their union representatives so that their views are taken into account in making decisions, and monitor and learn from staff feedback.

**Team briefing**
The Chief Executive holds a face-to-face briefing, open to all staff, at 9am on the first Friday of each month in the hospital restaurant on the lower ground floor. Following the face-to-face briefing, an electronic version is emailed to all staff and every member of staff should receive a verbal team brief from their line manager or a member of their department.

**Chief Executive’s blog**
The Chief Executive writes a blog to update staff on the latest developments in the Trust – this is emailed to all Trust staff as well as to Foundation Trust Governors and other key local stakeholders. The blog can also be read on the Trust website at: http://www.chelwest.nhs.uk/ceoblog

**Trust News**
The staff magazine, Trust News, is published six to eight times a year by the communications department. The magazine is open to contributions from any member of staff – if you have a story that could be included, please contact the Communications Manager on ext. 56829.
Open Day
Each summer the hospital opens its doors to members of the public, sharing information and providing free, fun activities to help our communities feel part of the Trust. With over 2,000 people attending each year, make sure you are part of the team on the day.

Daily Noticeboard email bulletin
The Daily Noticeboard is emailed to all staff every weekday morning. It includes a range of information and news from around the Trust – if you have an item that you wish to be included, please email it to dailynoticeboard@chelwest.nhs.uk by 3pm on the day before you want your inclusion to be sent to staff. Items can appear a maximum of three times a week and must be reviewed and resubmitted weekly.

Use of email
The Daily Noticeboard has been established to minimise the use of all staff emails in the Trust – please note that staff must abide by the policies and procedures governing the use of email which can be found in the Trust-wide Policies and Procedures folder on the intranet.

Intranet
The Trust intranet can be accessed by all Trust staff and contains internal documents relating to various departments at the Trust. All Trust-wide policies and procedures are published on the intranet and staff should familiarise themselves with these documents.

Tea with Tony
A randomly chosen group of staff are periodically invited to an informal discussion over tea with Chief Executive Tony Bell. It provides an opportunity for different members of the team to get to know each other and share any feedback directly to the Chief Executive.

Public Website
The Trust website www.chelwest.nhs.uk has more than 70,000 visitors each month and provides information for patients, visitors, staff and the public. It is the responsibility of individual departments to regularly review and update their pages. If you wish to become a web editor, please discuss with your manager and contact the Communications Department on ext. 52767 to arrange a short training session.
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Chelsea and Westminster Star Awards
The star Awards have been in place since 2012 and recognise those staff who embody our Trust values: respectful, kind, safe, and excellent. The event complements existing staff recognition schemes such as the Christmas Cheer Awards and The Quality Awards.

Christmas Cheer Awards
These annual awards are organised by the Communications Department to encourage staff to nominate colleagues who have gone the extra mile to provide excellent care and support for patients. Details of how to nominate colleagues are publicised widely in the Trust in early December each year. Prizes are donated by local businesses.

Council of Governors Quality Awards
The Council of Governors Quality Awards recognise the contributions that individuals and teams of staff make to improve the quality of patient care.

They are sponsored by our Foundation Trust Governors to demonstrate the importance that the Governors place on rewarding the commitment of staff to quality.

The awards, which are held throughout the year, are publicised to all Trust staff to encourage them to submit entries for consideration with team winners receiving a prize worth £250 and individual staff winners receiving a prize worth £100. Self-nominations and nominations of staff by colleagues are welcomed.

Trade Unions, Staff Organisations and Professional Bodies
The Trust recognises and has developed a positive working relationship with a number of trade unions, staff organisations and professional bodies. Trade unions, staff organisations and professional bodies have the right to elect individuals to represent the interests of their members. These elected representatives can provide advice and guidance in a number of areas including:
• Working conditions and pay
• Disciplinary and grievance issues
• Health and safety
• Harassment and bullying
• Legal services
• Staff experience and wellbeing

The Trust also has a staff side chair who is a key point of contact between management and staff side, to promote positive partnership working. If you would like to join please contact your local trade union representative. A list of representatives is available on the Trust Intranet.

**Joint Consultative Committee (JCC), Local Negotiating Committee (LNC) and Joint Management and Trade Union Committee (JMTUC)**

The JCC, the LNC and the JMTUC provide forums for discussion, negotiation and consultation on matters relating to policies, procedures and terms and conditions for both medical and non-medical staff. These groups meet on a monthly basis and reflect partnership working between management and trade unions.

**Staff Survey and Friends and Family Test**

Staff opinions and experience is really important to the Trust and we are keen to receive feedback on all aspects of employment. Through participation in the NHS National Staff Survey the Trust gives staff the opportunity to comment on a wide range of topics. The results of the survey highlight any areas of concern and provide a platform for the Trust to establish an action plan to address key issues and make necessary improvements. Full results from the annual survey are published on the intranet. The Trust encourages all staff to feedback via this survey and at any other forums. For the last three years, the Trust has been in the top 20\% of acute Trusts as the recommended place to be treated or to work.

In addition the Trust uses a staff Friends and Family Test (FFT) which is a feedback tool for staff consisting of two questions through which we can take a temperature check of how staff are feeling. We will ask staff two questions as follows:

- How likely are you to recommend Chelsea and Westminster to friends and family if they needed care or treatment?
- How likely are you to recommend Chelsea and Westminster to friends and family as a place to work?

The survey is anonymous and run by an external provider.

**Switchboard and Telephone System**
Please make a note of the internal emergency numbers:
Resus Team: Peri-Arrest or Cardiac Arrest 2222
Security 6999
To contact the switchboard dial 0

The Trust’s internal telephone directory is available on the intranet. The telephone system operates via speech recognition. Please dial 0 and ask for the name of the person or department you wish to contact. If you have a dedicated phone or expect to be contacted on a specific extension, please call the switchboard to record your details.

The telephone system has a call logging device that keeps a record of numbers dialled, duration and costs of calls from each extension. The information is checked routinely and unauthorised calls are investigated.

Private calls must be made via the staff-call system and cards can be purchased from the vending machine on the lower ground floor. Special arrangements are in place to invoice staff living in hospital accommodation.

**Internal Bleep System**
To access the internal bleep system dial 456 then follow the automated instructions. Alternatively, if you do not know the bleep number, please use the speech system by dialling 0 and then say ‘bleep (name of person)’.

Fast bleeping in a medical emergency is on ext. 3456: inform the switchboard operator of who is required, either their extension number or request them to attend.

**Learning and Development**
The Trust recognises the value of education, training and development and aims to build a workforce which is competent and confident in meeting the changing needs and expectations of our patients and in embracing new technologies and new models of care. It also
acknowledges that learning and development does not just equip people with skills and knowledge, it also shapes values, attitudes and behaviours so that all of our patients experience care that is safe, kind, excellent and respectful.

It is through our investment in learning and development that we are an outstanding teaching hospital, offering placements to medical students from Imperial College School of Medicine, nurses and midwives from King’s College London and London South Bank University, and therapy students from a wide variety of higher education partners.

We achieve this by managing our resources to offer our workforce high-quality learning and development opportunities as below:

**Mandatory and Statutory Training**
Listed below are the Trust wide mandatory training topics that all staff are required to do and keep up-to-date. Please note, there will also be mandatory training relevant to your particular staff group or role. For more details about this please contact your manager.

- Fire, Health & Safety
- Information governance
- Moving and handling
- Infection control and hand hygiene
- Slips, trips and falls
- Safeguarding adults and children
- Education and development
- Corporate and local induction
- Emergency Preparedness
- Risk management

Review of this training will form part of the appraisal process and your annual increment is dependent on being fully up to date with mandatory training. Your manager is updated monthly of your mandatory training status.

**Learn Online**
The Trust provides all staff with access to an online training system to make it easy to access e-learning opportunities where and when it is most convenient, in accordance with their training needs at work or at home. Learn Online offers access to the core Trust induction, mandatory
training updates and a library of more than 300 nationally approved e-Learning courses.

For further details please email LearnOnline@chelwest.nhs.uk.

**Appraisal**

Learning and Development is a joint responsibility between the individual, their manager and the organisation and will be agreed annually at appraisal. Every employee can expect to have an annual personal development review (appraisal). Your manager will inform you when your appraisal is due.

The purpose of this review is to:

- Review work performance and receive feedback on performance
- Jointly set agreed and measurable work objectives for the year ahead
- Discuss any training and development needs, how they may best be met, and agree these within a Personal Development Plan
- Discuss career aspirations and the support you may need in achieving these aspirations
- Confirm incremental progression. Agenda for Change (AfC) terms and the related Trust Incremental Pay Progression Policy now state that all AfC staff must have satisfactory performance, confirmed at appraisal in order to be rewarded an increment. Please refer to the Trust Appraisal and the Incremental Pay Progression Policies on the Trust intranet for more information.

**Continuing Professional Development (CPD)**

Continuing Professional Development (CPD) embraces all forms of learning, at the heart of which lies work-based or ‘learning-on-the-job’ activities.

The Learning and Development department conducts an annual training needs analysis in partnership with service managers to identify priorities for the coming year’s learning and development activity. Further training or qualifications to support your CPD can be applied for, with support from your manager.
The Hub
The Hub is a dedicated IT suite on the lower ground floor of the main hospital building, which can accommodate up to 16 people. It is available for staff to undertake e-learning. Staff can use this facility from 9am–5pm, Monday–Friday by prior booking. Bookings and access can be arranged through the Centre for Clinical Practice or by contacting ext. 58632.

Departments of Learning, Development and Education

- Organisational Learning and Development (OLD)
This department coordinates, records and provides training that is primarily non-clinical including mandatory training (clinical and non-clinical) IT training, leadership and management development programmes, administrative qualifications and a variety of e-learning. OLD is responsible for the annual training course brochure which details the training opportunities available for staff. For more information contact ext. 53535.

- Clinical Learning and Development (CLD)
The CLD department supports and coordinates all clinical education in the Trust including undergraduate and postgraduate medical, nursing and allied health care training. This includes courses to meet continued professional development needs, including clinical skills development and training and the band 1-4 Healthcare assistant/maternity support workers. This six week excellence of care induction programme is aligned to the national skills framework and code of practice
Trained nurses and midwives receive clinical induction followed by updates throughout their employment. The CLD team co-ordinate and manage all post-registration funding (CPPD) for all non-medical professional groups, and delivers some of this locally e.g. mentorship programme.
For more information contact eduadmin@chelwest.nhs.uk or cppd@chelwest.nhs.uk.

- Undergraduate Medical Education (UGME)
The Trust hosts medical students from Imperial College School of Medicine (ICSM). Students from year 2 through to year 6 of their studies are present throughout our Trust for most of the academic year. The support and training of students, to allow them to learn and practice skills, is integral to the Trust’s activities and many staff will have some
involvement with supporting these students. To support this we provide educational programmes to our staff to enable them to develop and maintain their educational skills. This development is supported by undergraduate education Clinical Fellows within the UGME. For more information contact l.depalo@imperial.ac.uk or call ext. 53535

- **Post Graduate Medical Centre (PGME)**
The Postgraduate Medical Centre, located on the lower ground floor is the central area for delivery of Medical Education to doctors in the Trust. It has a lecture theatre which seats approximately 50 people and a seminar room which seats approximately 30 people. Both rooms are equipped with the latest AV equipment. There is also a large reception area which can be used for course registration and hospitality purposes.

The rooms are available for use by members of the Trust between 9 am and 5.30 pm; however arrangements can be made with individual departments for early morning teaching sessions. The rooms can be booked by e-mailing postgrad@chelwest.nhs.uk or call ext. 53535

- **Centre for Clinical Practice (CCP)**
The CCP, on the lower ground floor near the staff canteen, is a dedicated clinical education department providing educational space and resource to support educators across the Trust. The centre consists of three seminar rooms, a clinical skills lab, and two fully integrated simulation theatres. The centre houses simulation, resuscitation and clinical skills education teams. For further information or to make bookings please contact eduadmin@chelwest.nhs.uk or ext. 53535

- **Library**
The library, located on the lower ground floor, is part of Imperial College London’s library service and provides access to print and electronic resources available to Imperial College users. Membership of the library is open to all Trust staff. This allows you to borrow books, photocopy and access Imperial College’s electronic resources using your own College computer account. The library has an extensive collection of books covering all aspects of healthcare, including nursing, therapies, pharmacy, healthcare management and administration. There are also more than 30,000 electronic journals that users can access via the PCs in the library. If there is a book or journal article that is not available then it can be requested via the document delivery service. As a member of the library at Chelsea and Westminster, Trust staff have full membership
of all other Imperial College libraries. The library offers training for Trust staff in the use of resources – this can either be in the form of group sessions, which are either run directly by the library, or can be requested by your department, and can be either in the form of general inductions or on more specific topics. It can also be on a 1:1 basis, tailored to suit individual needs and experience.

For more information, contact the library on ext. 58107 or email librarycw@imperial.ac.uk.

**Research and Development**

“*Research is a core part of the NHS. Research enables the NHS to improve the current and future health of the people it services.*” — NHS Constitution (2009)

Chelsea and Westminster Hospital is a research-active NHS Trust and delivering excellence in research alongside innovation and teaching is a core corporate objective. The Research and Development Office provides a single access point for staff undertaking research within the hospital and external stakeholders including other NHS Trusts, universities and life science industry partners. For more information about R&D at Chelsea and Westminster Hospital, contact them on 020 3315 6825/6887 or visit the Trust R&D web pages [https://www.chelwest.nhs.uk/about-us/research-development](https://www.chelwest.nhs.uk/about-us/research-development).

**Working Opportunities**

**Staff vacancies**

All vacancies within the Trust are advertised on the NHS Jobs website. Internal and external vacancies can be accessed via the Intranet (Human Resources/links). Other external Trust vacancies can be accessed via [www.jobs.nhs.uk](http://www.jobs.nhs.uk), unless approved for redeployment purposes only.

**Staffbank**

The Trust has an internal Staffbank where temporary gaps in services are covered by temporary staff working on a casual flexible basis. Anyone wishing to join Staffbank should call ext. 52271/52265 or visit the office directly, located on the lower ground floor next to Lift Bank B, for more information or an application form online which is available on the intranet.
Occupational Health
Caring for your health and safety. The Occupational Health service offers advice on all aspects of health, safety and well-being at work and works in partnership with your employer, offering a comprehensive range of services to maintain and improve your health at work and ensure that your working environment is safe. The service is confidential and impartial.

Range of services available
- Pre-employment health screening
- New entrant screening when commencing employment
- Work protection immunisation programmes
- Regular work-related health surveillance where required
- Follow-up of sharps injuries
- Assessment of fitness for work after an illness or an injury
- Advice to management in relation to sickness absence
- Advice on safe, healthy working practices
- Confidential counselling
- Fast-track physiotherapy referral system
- Travel Health Clinic

Using the service
If you have any concerns that your health may be affected by your work, or if you have a health condition that may be impacting on your work, please contact one of the Occupational Health Advisers (OHAs) for advice. You don’t need to be referred by your department manager; you can contact us directly and confidentially.

We are predominantly an advisory service and, while our clinical staff are qualified doctors and nurses, we do not provide treatment. However, we can advise you where and how to access the most appropriate support. You can get advice from an OHA over the telephone at any time during our opening hours. Appointments are available if you would like to see one of the OHAs in person.

Contact details
The OH service is not based on site and has relocated to:
The Royal Marsden NHS Foundation Trust
Fulham Road, London SW3 6JJ
Telephone: 020 7808 2139
Opening hours 8.45am–5pm
Other Facilities at Chelsea and Westminster

CW+, The Art and Science of Patient Care
Chelsea and Westminster Health Charity

CW+ exists to make care better for patients and their families. From our base at Chelsea and Westminster Hospital we bring together pioneering research, innovation, art and design to transform the experience and outcomes for thousands of people every day – in our hospital, in the wider community and all around the world. We do this by:

- raising funds for ground-breaking research which identifies new life saving treatments and prevention for babies, children and adults
- deliver an award winning programme to transform the hospital environment and experience for patients, families, volunteers and staff
- invest in financially sustainable innovations, facilities and technologies which improve clinical outcomes for patients

This is only possible by working with the inspirational staff and teams at the hospital and through the generous support of individuals, companies, trusts and foundations. The team at CW+ would be delighted to hear your ideas on how working together we can improve the patient experience.

Often patients and families like to say thank you for the care they have received by making a donation in some way and we regularly have staff who would like to fundraise for the hospital.
Email: sarah.holland@chelwest.nhs.uk
Phone: 020 3315 6610
Website: www.cwhc.or.ouk
Address: 4 Verney House, 1B Hollywood Road, London SW10 9HS

Enterprising Health Partnership
The hospital and CW+ have launched the Enterprising Health Partnership to support staff to get their ideas off the ground and turn them into a reality.

Have you ever thought of an idea that could help patients but you were unsure about how you would go about it and how to make it successful?
There is funding of up to £50,000 available for each idea which will improve patient care and experience and generate revenue or real cost savings. Ideas could include anything from improving processes at the Hospital, coming up with a new product idea or using technology in a different way.

Find out more at www.chelwest.nhs.uk/ehp or email ehp@chelwest.nhs.uk

**M-PALS**
The Membership and Patient Advice and Liaison Service (M-PALS) is central to the Trust’s commitment to listening to and acting upon the views of patients and the public. One of the key messages from the national evaluation of M-PALS is that M-PALS contributes to enhancing the patient experience and improving services. The service provides information and on the spot help for patients, their families and carers and is a powerful lever for change and improvement.

The M-PALS service can be contacted on ext. 56727 or via email at m-pals@chelwest.nhs.uk. A direct approach can also be made to staff located in the M-PALS office located on the Ground Floor of the main hospital building from 9am-5pm Monday-Friday.

**Multi-Faith Chaplaincy**
The Multi-Faith Chaplaincy Team offers spiritual, pastoral and religious care to staff as well as patients and relatives.

A resource for people of different faiths and for those with no religious affiliation or preference, the team of staff and volunteers includes representatives of the Jewish, Muslim and Christian Faiths and the Humanist tradition, and can facilitate the support of representatives from other faith communities, including Buddhist, Hindu, Greek and Russian Orthodox, Sikh and Christian Scientist.

Their approach is open and gentle as they seek to affirm the dignity of each individual. Chaplains are not here to judge, condemn or convert.

The team’s research into patient satisfaction with the chaplaincy service at Chelsea and Westminster has demonstrated that people value the listening, prayer and spiritual sensitivity of the multi-faith team, while staff
report that they represent a non-partisan ‘listening ear’ and a source of confidential support.

Members of the team are often to be seen visiting on the wards, and provide a 24-hour on-call service for emergencies. For non-urgent referrals use ext. 58083 or chaplaincy@chelwest.nhs.uk. For urgent requests call 07659 140566 to page the On-Call Chaplain.

**Our Prayer Spaces**
Chapel: Christian Prayer Space, First Floor, Lift Bank C
The Sanctuary: Quiet Room/Multi-faith  First Floor, Lift Bank B
The Tent: Muslim Prayer Space, Second Floor, Lift Bank D

**These prayer spaces are places of quiet and reflection for ALL. Please note that Muslim prayer may be relocated temporarily during building works in the autumn of 2014**

**Prayer and Worship**
*Sunday services*
10am  Holy Communion (Church of England/Free Church)

On Sundays (and weekdays) Holy Communion is distributed on the wards to Roman Catholic, Church of England and other Christian patients, relatives and staff.

*Midweek services & Events*
Monday  12:30pm  Holy Communion (Church of England/Free Church)

Tuesday  12:30pm  Christian Fellowship for staff, patients & visitors
               16.30pm  Mass (Roman Catholic)

Wednesday  12 noon  Midday Prayers

Thursday  12:30pm  Mass (Roman Catholic)

Friday  12:30pm  Mass (Roman Catholic)

**Friday prayer - Jumah Salah** takes place each Friday from 1.15-1.50pm usually in the Tent on the Stage (2nd Floor Lift Bank D).
We are pleased to offer NHS employees an exclusive Better corporate membership deal. Whatever your work pattern or location, we’re sure to have the right membership to suit you.

Get active with our exclusive NHS Better Health and Fitness corporate membership*. For just £36 per month, you can enjoy a variety of activities including gym, swim, group exercise classes and much, much more. Plus, there’s no joining fee and no long-term contract to commit to. What could be better?

Join at your nearest leisure centre today:

**Jubilee Sports Centre**
Caird Street, W10 4RR

**Porchester Leisure Centre**
Queensway, Bayswater, W2 5HS

**Little Venice Sports Centre**
10 Crompton Street, W2 1ND

**Queen Mother Sports Centre**
223 Vauxhall Bridge Road, SW1V 1EL

**Marshall Street Leisure Centre**
15 Marshall Street, W1F 7EL

**Seymour Leisure Centre**
Seymour Place, W1H 5TJ

**Paddington Recreation Ground**
Randolph Avenue, W9 1PD

**Chelsea Sports Centre**
Chelsea Manor Street, SW3 5PL

Find out more, visit www.better.org.uk

*Terms and conditions apply. Offer is 100% off joining fee and no contract, available on prepaid Better Health and Fitness corporate memberships only. This offer is available to NHS staff members only. Access to activities and facilities are subject to centre programmes. Offer entitles members to receive up to 30% discount off additional activity prices. A fee applies to all additional activities not included in your Better Health and Fitness membership. Centre programmes may vary from centre to centre. Joining fees may vary across boroughs. Proof of NHS employment must be produced upon joining (i.e. payslip, letter of employment or NHS photo identification). Proof of eligibility may be required every 6 months. Activities vary from centre to centre. You must be 18 years and over to apply for a Better Health and Fitness corporate membership. Better reserve the right to withdraw this offer and price at any given time. Full terms and conditions are available at the point of purchase please speak to a member of staff. An annual price increase of 3 – 6% may be applicable to this offer. Better is a registered trademark of GLL (Greenwich Leisure Limited), a charitable social enterprise. Registered address: Middlegate House, The Royal Arsenal, London SE18 6SX. IPS Registered No. 27793R Inland Revenue Charity No. XR43398.
A monthly memorial service is held in the chapel, usually on the first Tuesday of each month at 2.30pm.

A multi-faith network for staff meets regularly so that people can learn more about each other’s faith and to promote integration amongst colleagues. Contact the Chaplaincy for details.

Special services (e.g. Ash Wednesday, Hospital Carol Service at Christmas, Good Friday) are advertised around the hospital and on the Daily Noticeboard email bulletin.

Policies and procedures
The following section provides brief detail of some of the key HR policies and staff support mechanisms. For full details of all HR policies please refer to the Trust Intranet: Policies and Procedures/HR Policies.

Equality and diversity
Everyone who works for the Trust, or who applies to work for the Trust, has the right to be treated fairly at all stages of employment, regardless of whether they work part-time, full-time, fixed term or temporary, or as a volunteer. This is irrespective of gender, marital status, race, ethnic origin, colour, nationality, national origin, religion or belief, disability, sexual orientation, gender reassignment or age. Staff are also expected to note that staff colleagues, patients, carers, relatives and visitors to the Trust should be treated with dignity and respect, taking account of their individual needs and their human rights where appropriate. Breaches of these procedures may result in disciplinary action. Further information on the Trust’s Equality and Diversity Policy is available on the Trust intranet.

Conduct
The Trust has a Disciplinary Policy and Procedure in place which exists to deal with informal cases of minor misconduct and formal cases of serious misconduct or repeated cases of minor misconduct which enables such situations to be dealt with fairly, equitably and effectively.

At all formal stages of the disciplinary process an employee is entitled to be accompanied by a trade union/professional association representative recognised by the Trust, or a work colleague of their choice. At each stage of the formal procedure, employees have the right to appeal.
Capability
The Capability Policy and Procedure exists to support employees who are missing in some area of knowledge, skill or ability, and are consequently unable to carry out their required duties to an acceptable standard. It is to be used where there is a genuine lack of capability, rather than a wilful failure on the part of the employee to perform to the standards of which they are capable.

Flexible working
The Trust acknowledges that staff need to balance their home and work responsibilities. With this in mind, the Trust recognises a number of flexible working practices including:

• Adjusted core hours
• Compressed hours
• Part-time hours
• Term-time working
• Flexi time
• Homeworking
• Career breaks
• Annualised hours

All staff are entitled to make reasonable requests for flexible working and this should be applied for by using the Trust’s flexible working application form (available on the Intranet or from HR). Staff and managers need to take into account the needs of the service as well as the individual when considering flexible working applications. Therefore it may not always be possible to agree to flexible working requests. Please refer to the Trust’s Flexible Working Policy and “Flexible Working – A Guide for Staff” on the Intranet for more details. If you are unsure of the process and options before discussing these with your manager, you can contact the HR team who can also assist with advice.

Special leave
All applications for special leave will be considered sympathetically in light of individual circumstances and the needs of the service. Applications for special leave are authorised by line managers in accordance with the terms of the policy and the principles of improving working lives.
Special leave includes:

- Bereavement leave
- Special leave to care for a dependent in an emergency
- Adoption leave
- Birth leave (e.g. paternity leave)
- Surrogacy leave
- Parental leave
- NHS interviews
- Public duties (e.g. jury service)
- Career Breaks

Please refer to the Trust Special Leave Policy and application form on the Intranet.

**Sickness absence**
The Trust aims to support a healthy lifestyle for all employees. However, we recognise that there will be a need for employees to be absent from work due to sickness and wish to provide the necessary support to employees and to ensure that employees are treated in a fair and consistent manner. The Trust also recognises that excessive levels of sickness absence will place extra pressure on colleagues and affect the quality and provision of patient care. For these reasons, sickness absence is carefully managed throughout the Trust.

**Notification procedure**
Please inform your manager or the person in charge (not the switchboard or a colleague) as soon as possible by telephone. Local arrangements are in place for reporting sickness and you should familiarise yourself with these as part of your local induction. You should try to give an indication of the length of time you expect to be off and, if you are not able to return to work on the day/date indicated, you must contact your manager again.

**Certification of sickness**
If you are sick for between one and seven consecutive days, please complete a self-certification and back to work interview with your manager on your return to work.

If you are sick for more than seven calendar days (including weekends, days off/rest days), you must obtain a medical Fit Note from your GP and
forward it to your manager as soon as possible. When the Fit Note is required by the Benefits Agency, following the exhaustion of Statutory Sick Pay, the original must be shown to your manager and a photocopy taken prior to sending the original to the Benefits Agency. Again, you will be required to attend a back to work interview on your return to duty.

**Monitoring sickness absence**
Managers monitor sickness absence records on a continuous basis and complete return to work interviews and reviews with staff on their return to work following periods of sickness absence. The Sickness Absence Policy details trigger points for possible management action.

Failure to follow the Sickness Absence Policy could result in loss of pay and may result in disciplinary action. Please refer to the Sickness Absence Policy on the Intranet for further information.

The Trust understands the importance of the health and wellbeing of our staff. Please refer to the Occupational health section of this document to understand more about how we can support you in relation to your health.

**Grievances**
Whilst Chelsea and Westminster is a fantastic place to work, sometimes things don’t go quite as planned. Every employee has the right to seek remedy from grievances relating to their employment. The Grievance Policy and Procedure aims to ensure that such grievances, whether individual or collective, are dealt with in a fair and consistent way.

Managers, employees and staff representatives share a common interest in ensuring that any grievance is settled fairly and at the earliest opportunity.

**Harassment and bullying**
The Trust believes that all employees have a right to be treated with dignity and respect in the course of their work. While the Trust has a Harassment and Bullying Policy for dealing with unwanted conduct, eradicating harassment from the workplace is the responsibility of all staff. The purpose of this policy is to provide guidance to all employees, including managers, through the informal and formal stages of seeking resolution. Every reported incident will be taken seriously, reviewed and dealt with in a sensitive manner.
Some of the support mechanisms available are as follows:

**Workplace conflict resolution strategies**
All members of staff are responsible for their own behaviour at work. However, occasionally a workplace conflict may arise between individuals. The Trust has a number of processes in place to alleviate conflict, and would like staff to utilise these informal mechanisms in the first instance. The processes include using services of either Harassment Advisers and/or the Trust Mediation Scheme. A conflict resolution strategies help sheet has also been produced for staff and is available on the Intranet.

**Harassment Advisory Service**
This service offers staff the opportunity to speak to an impartial volunteer confidentially if they feel that they are being bullied or harassed in the workplace by calling ext. 56565. The Harassment Adviser will be able to listen to an individual’s concerns and signpost staff to the various avenues for support.

**Mediation scheme**
Mediation allows two parties in conflict to work through their concerns in the presence of a mediator, with the aim of both parties reaching a common agreement. Details of mediation can be found in the HR department folder on the Intranet. Arrangements for mediation can be made by contacting mediationforstaff@chelwest.nhs.uk.

**Raising concerns (whistleblowing)**
The Trust aims to provide the best possible healthcare for its patients and therefore relies on staff to draw to the attention of managers any matters they consider to be directly, or indirectly, damaging to the interests of patients. Similarly, the Trust would also wish to be made aware of any concerns such as those relating to unlawful conduct, financial malpractice, or dangers to the public or to the environment, arising from the operation of the Trust’s services.

The Trust has in place a Raising Concerns Policy to enable everyone to raise concerns safely so that such issues are raised at an early stage and in the right way. Details of who to contact if you have a concern are detailed in the policy which is on the Intranet. The Trust welcomes your concerns and is committed to dealing responsibly, openly and professionally with them.
Pay and pensions
Staff are paid by bank credit transfer directly into a bank or building society account. Staff who are paid monthly are usually paid on the 25th of each calendar month unless this falls on a weekend when they will be paid earlier.

Staff paid weekly are paid every Friday and need to submit weekly timesheets to the Staffbank office by 10am each Monday. Any other variation to payday will be notified as appropriate via the Daily Noticeboard email bulletin.

All staff receive a payslip detailing all earnings and deductions from pay. As well as the mandatory deductions of tax and National Insurance, staff can elect to have deductions from pay for the following reasons:

- NHS Pension Scheme and any additional voluntary contributions
- Donations to charity
- Car parking charges
- Union subscriptions
- Season ticket
- Salary sacrifice agreement e.g. childcare vouchers

Travel expenses should be claimed monthly using a travel expenses form available from your department, receipts should be attached to all claims. Should you have any queries regarding your pay, please contact the payroll department.

Leaving the Trust
If you wish to terminate your employment with the Trust, you must give the appropriate notice in writing to your manager. The amount of notice you are required to give is detailed in your contract of employment. When you leave the Trust’s employment, you are required to return your ID badge, car parking permit, any keys, uniform or other Trust property. You will also be invited to complete an Exit Questionnaire to assist the Trust with solutions to retain staff for the future.

Deductions from salary
The Trust has a right to deduct from pay any overpayment made to an employee. If such an overpayment should occur, the timing and amounts of repayments will be discussed with you before any action is taken.
**NHS pension scheme**
NHS employees, whether full-time, part-time or employed via Staffbank, are eligible to join the NHS Pension Scheme. It is Trust and government policy to automatically enrol new staff into the scheme; however you may opt out at any time by completing an opt-out form or by informing Payroll.

Further information can be accessed through Payroll or at www.nhsbsa.nhs.uk/pensions.

**Conditions of service**
When you start working for the Trust you will receive a written contract of employment which contains all the main details of your pay and conditions of service. This contract of employment should be read in conjunction with the Trust’s agreed policies and procedures, which are available on the Trust Intranet. Brief details of some of the Trust’s key policies are provided within this handbook.

**Hours of work**
Details of your contracted hours are included in your contract of employment. Please agree with your line manager your normal start and finish times and also times for meal breaks.

**Annual leave**
Your entitlement to annual leave is specified in your contract of employment. Annual leave must be agreed in advance with your line manager, as annual leave must be authorised in line with service needs. Please refer to the Annual Leave Policy on the Intranet for more detail.

**Confidentiality**
In the course of your employment you are likely to have access to electronic or paper-based information or records for the performance of your duties. Such information includes but is not limited to patient medical records, staff personal records and confidential information relating to the business of the Trust. All such information must be managed and handled in accordance with the Trust’s data protection, confidentiality and information security policies which are available on the intranet. If you are uncertain when you need to send patient, staff or confidential information, please check with your line manager or the Information Governance Team before sending. Please ensure that you understand and comply with the data protection and confidentiality policies. All staff are bound by legal duty of confidentiality and any
breaches of confidentiality will be dealt with under the Trust’s Disciplinary Policy.

**Information Governance**
The Information Governance (IG) framework brings together all of the requirements, standards and best practice that apply to the handling of information and compliance with the law. To ensure compliance with the law and NHS requirements, you must understand your legal responsibility to keep information confidential and secure and the ways you can do this. Every one of us must actively participate in ensuring compliance. No matter how often or how rarely you have contact with personal/confidential/sensitive information, you should report any problems you observe or encounter. Incidents should be reported using the “Incident Reporting Forms” available in all departments, and a copy sent to the Clinical Risk Manager and Department Manager. Where incidents are reported, actions are taken to prevent recurrence, thereby ensuring best practice. As part of your induction, you will need to complete mandatory Information Governance training that can be accessed at [https://www.igtt.hscic.gov.uk/igte/index.cfm](https://www.igtt.hscic.gov.uk/igte/index.cfm) or via Learn Online on the Trust Intranet. You are required to complete your Information Governance training annually. The Trust has an Information Governance team who provide advice and guidance on IG and they can be contacted via email Information.governance@chelwest.nhs.uk or on ext. 52558/55051.

**Freedom of Information (FOI)**
The Freedom of Information Act (‘The Act’) 2000 came into effect on 1st January 2005. The Act is intended to promote a culture of openness and accountability amongst public authorities. Chelsea and Westminster Hospital NHS Foundation Trust have a responsibility to comply with the Act. This means that members of the public can ask the Trust for information and it is our responsibility to source this information if it is available to us. The Trust does not have the right to question the applicant about why they want the information but we can ask for clarity around what is actually being asked.

Any member of staff may be approached via e-mail or post and asked for information under the Act. Staff should contact the FOI Lead by emailing FOI@chelwest.nhs.uk as soon as possible when they receive request for information under the Act so that this can be logged and assigned to the appropriate person for response. Under the terms of the FOI Act,
enquiries must be written (letter, fax or email). If a verbal request is received, staff need to direct them to the FOI Lead. It must be noted that personal information is exempt from disclosure under the Act. Further information can be found in the Freedom of Information Policy which is available on the intranet.

**IT data security and passwords**
We all have a responsibility to protect confidential staff and patient data.

Data must not be stored locally on any Trust PC. All users are provided with a home drive and a shared resource drive to store data. These data areas are automatically backed up by the Trust.

It is a serious breach for users to attempt to download and install any software on a Trust-owned PC, or to copy data to removable media for use outside the Trust. All PCs in the Trust are connected to the network – data should be transferred using this network.

User names and passwords are issued to individuals and it is strictly forbidden for staff to share this information with anyone, staff or otherwise. Passwords should not be left where anyone else can see or get them.

PCs that are logged into any application should be locked or not left unattended. Employees using the internet to access social networking sites at any time must ensure that their personal conduct and behaviour does not raise concerns for the Trust, its patients and staff, as this could lead to formal action.

For further information please refer to the Trust’s Information Security Policy and the Use of Social Networking Websites Policy on the Intranet or contact the IG or HR Department.

**IT problems and troubleshooting**
If you need help with anything IT related (i.e. PC, network, software) please contact the IT Service Desk on ext. 58899 or email ITservicedesk@chelwest.nhs.uk.

**Ownership and exploitation of intellectual property (IP)**
From time to time during the normal course of employment you may generate intellectual property (IP) which may have value in healthcare.
This can be in the form of inventions, discoveries, surgical techniques or methods, developments, processes, schemes, formulae, specifications, or any other improvements which may give rise to certain rights such as patents, trademarks, service marks, design rights, copyright, know-how, trade or business names and other similar rights (all of the foregoing rights being referred to as ‘Intellectual Property Rights’).

Where such IP is created in the course of your employment or normal duties then it will belong to the Trust, unless agreed otherwise in writing between you and the Trust. It is a condition of your employment not to exploit any IP Rights without specific and explicit Trust approval in writing. You are required to provide the Trust with a comprehensive disclosure of IP which is either to be generated or has been generated in order to give full effect to this clause (please refer to the [IP policy](#) available on the Intranet.

**Standards of business conduct**
We appreciate that lots of patients or clients might like to show their gratitude to staff with gifts or hospitality. We ask that staff do not accept gifts unless they are of low intrinsic value as per the Trust policy.

There are some simple messages about the acceptance of gifts, hospitality, legacies etc.:

- If in doubt, politely decline or suggest a donation to the hospital charity instead

If you do accept anything, make sure it’s been agreed with your line manager and documented

Do not allow yourself to be placed in a position where your honesty/integrity could be called into question and ensure to declare any potential conflicts of interest.

Full details of the Trust’s policies on Confidentiality, Standards of Business Conduct, Standing Financial Instructions, Standing Orders and the Scheme of Delegation are available on the Trust Intranet.
Fraud and corruption
The Trust is committed to the elimination of any financial irregularity, bribery or fraud within the Trust by employees or contractors and to the rigorous investigation, application of sanctions, and recovery of monies lost in proven cases.

Everyone has a part to play in the fight against fraud. We all have a responsibility to protect our organisation and its resources. Staff should report suspected fraud or matters of concern they may have, no matter how minor they appear.

The Trust has a nominated officer who is the Local Counter Fraud Specialist (LCFS), trained to investigate suspected fraud, bribery or corruption issues. If an employee discovers a suspected fraud then it should be reported to the LCFS as a matter of urgency, or to the Director of Finance on ext. 52285. Staff can contact the Trusts LCFS directly by calling 0203 313 2867 or 07810883054. Alternatively you can email simon.spires@nhs.net

The LCFS is required to treat enquiries confidentially and anonymously if so requested by the employee contacting them.

Alternatively, you can report your suspicions in confidence by calling the NHS Fraud and Corruption Reporting Line on 0800 028 4060.

Work for other employers including self-employed status
Members of staff are only allowed to undertake paid work outside of the Trust when this is:

• Outside of your contracted time with the Trust
• Does not conflict with your obligations to the Trust
• Does not break working time regulations

If in doubt, please ask your manager.

Health and Safety
The Trust is required to ensure conditions are safe for staff, patients and visitors. The Trust is committed to excellent safety standards and legal requirements. This is achieved by identifying and managing risks, having safe systems of work and by everyone following these systems all of the time.
The Trust is a safe place to work but incidents and ill health are important factors, which have to be managed in our daily lives. Members of staff achieve this by:

- Applying an element of common sense to what they do
- Reading and following guidance and policy information
- Undertaking mandatory training as required e.g. infection control, moving and handling, fire safety etc.
- Looking after their own and others’ health and safety while carrying out their duties.

**Employees’ responsibility**
All employees have a duty to take reasonable care of themselves or other persons who may be affected by their activities. They also have a duty to co-operate with the Trust in complying with relevant statutory duties. Employees must not recklessly interfere with anything provided for the health and safety of themselves and others. Any deficiencies in health and safety should be reported to your manager.

**Lone working**
In some roles, there may be times when you are alone at work. It is vital that the risks of lone working are minimised at these times. A lone work risk assessment should be completed and you should seek advice from your manager. A few simple points to follow regarding lone working are:

- Make sure somebody is aware that you are lone working
- Where possible, arrive and leave with somebody
- Ensure your environment is secure
- Let security/ your manager know when you arrive and leave
- Do not do anything that could put your safety or anybody else’s at risk

**Fire safety**
At the Trust it is mandatory for staff to do Fire Safety training which provides general information about fire awareness and how it applies to the Trust. Fire Marshals are appointed by department managers and assist the manager to meet their fire safety responsibilities. Fire Marshals receive initial training and then a refresher every three years.

The Trust’s main hospital building fire alarm has two alarm tones:
Intermittent, when the alarm starts and then stops – this warns of a fire situation in an adjacent area. The response is to prepare to evacuate.

The second is a continuous tone – the response is to evacuate. (The Trust fire safety plan is designed for ‘horizontal movement’ whereby staff move initially to the next area on the same floor where there is no continuous fire alarm)

All other buildings in the Trust have a continuous alarm tone and the requirement is to evacuate the area through the nearest fire door and assemble outside the building at the designated Assembly Point.

If you discover a fire:

Close the door
Operate the nearest break glass alarm-call point
Ring ext. 6999 to confirm fire and state your location, then help to evacuate the department. Fire procedures at other hospital locations may vary slightly so please familiarise yourself with your local fire evacuation and alarm procedures for your department and as soon as you start work.

We learn from instances when things go wrong. It is a legal duty to report any accidents and incidents or indeed near misses so we may learn from these events.

The Trust encourages a culture of openness through continuous support and feedback to staff involved in incidents. It is important that staff understand that the purpose of reporting an incident is not to apportion blame, but to identify problems and remedy them.

The Trust Health, Safety & Fire Advisers can be contacted on ext. 58656 for advice and guidance.

**Security and ID Badges**
It is important that we do all we can to ensure patients and staff are kept safe and secure at all times. The Trust uses CCTV, keypad and swipe card access in certain areas to aid security. However, all staff have a security role to play.
Please ensure that:

- Personal property is not left lying around
- Trust property is locked away when not in use
- You challenge strangers and do not allow ‘tailgating’
- You report suspicious behaviour

ID badges must be worn at all times with the photograph and written details visible. If you lose or need to replace your ID badge, contact the Security Desk at main reception. Do not lend or allow anyone to use your ID badge, or to tailgate you into restricted areas. If tailgating occurs, please politely explain and ask if the individual needs assistance and if they know where they are going.

In addition large print name badges that are easier to read for patients and visitors can be ordered via your line manager.

The Trust does not accept responsibility for any personal property, including vehicles, which are lost or damaged on its premises. Please refer to the Trust’s Security Policy on the Intranet for further information.

**Violence and aggression towards staff**

The Trust has a duty to ensure, as far as is reasonably practicable, the health and safety of staff when working alone or in potentially violent situations. Employees have a duty to take reasonable care of themselves in these situations.

The Trust takes all incidents of violence seriously within hospital premises and will take whatever action is appropriate to deal with such incidents.

In addition the Trust is committed to providing the necessary information, instruction, training and physical measures to protect all who use the hospital premises from violence.

In the event of violence or abuse from a patient, visitor or parent/guardian, call Emergency Security on ext. 6999 and ask them to Fast Bleep the Clinical Site Manager.
For more information on violence and aggression towards staff, consult the Security Policy on the Trust intranet, or contact the local security management specialist on ext. 53347

Protective clothing / equipment and uniforms
The Trust provides protective clothing/equipment and uniform for staff where this is necessary. Staff will be expected to check personal items of protective clothing/equipment/uniform and obtain replacements if they are faulty.

Protective clothing must only be worn at your place of work (i.e. not when travelling to and from work, or outside the Trust premises, including local shops) and kept in your locker or designated place when not in use.

All items of work wear issued to you remain the property of the Trust and should be returned when you leave the Trust’s employment. Please check with your department manager for specific advice regarding uniform/dress for that area.

For further information about staff dress please refer to the Trust’s Dress Code and Uniform Policy on the Trust Intranet and for your Local Uniform Policy please check this with your manager.

Moving and handling
The Trust is committed to protecting the health, safety and welfare of all employees and acknowledges the importance of identifying and reducing potential workplace moving and handling hazards, as far is reasonably practicable. The Trust therefore aims to promote a positive, safe working environment, by identifying and managing risk and providing all employees, clinical and non-clinical (including volunteers), with appropriate moving and handling training.

As an employee of the Trust, you will be expected to take reasonable care of yourself and others around you, when undertaking workplace manual handling tasks, and co-operate with the Trust’s Moving and Handling Policy and its operational guidelines. We ask that you ensure you are fit and capable to carry out any moving and handling operations and advise your manager if you are not. As moving and handling training is a mandatory requirement within the Trust, you will also be expected to attend or participate in training relevant to your job role.
While we appreciate that for some, manual handling can be unavoidable, we ask that staff take a common sense approach to workplace handling safety, for example by avoiding the need to manually move or handle heavy items until further advice is sought, or by splitting the load into more manageable units or even utilising mechanical aids where practical. The Moving and Handling department is based within the Estates and Facilities Department, Cavaye Place and the advisors are here to guide and advise. They can be accessed on ext. 55238.

**Infection Prevention and Control**
The Infection Prevention and Control Team provide expert knowledge, direction and education in infection prevention and control across the Trust. All clinical staff must be ‘bare below the elbow’ before entering a clinical area and for the duration of clinical work.

The team liaises with all levels of clinical and non-clinical staff to:

- Produce polices and guidelines for the prevention, management and control of infection across the organisation
- Risk assess and manage to prevent potential infection outbreaks
- Endeavour to act as resource and advisor, on isolation techniques in a variety of situations
- Advise on environmental decontamination
- Communicate information relating to communicable disease to all relevant parties in the Trust
- Educate and train relevant staff in the principles of infection prevention and control, with an emphasis on effective hand hygiene in partnership with the six step technique and patient zone, personal protective equipment, good communication and accurate documentation
- Promote good aseptic technique with regards to insertion and care of other invasive procedures
- Work with clinicians to improve surveillance and to strengthen infection prevention and control within the Trust
- Provide appropriate advice regarding infection prevention & control, taking into account national guidance and policy (Health and Social Care Act 2008)
- Support the introduction of new medical devices
The team can be contacted Monday-Friday, 9am-5pm on ext. 58264/58266. Out of hours advice is available from the on-call microbiologist who can be contacted via the switchboard.

**Adults and children at risk**

An adult or child at risk is a person who is, or may be, unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation. As a staff member working within a healthcare setting you will frequently come into contact with vulnerable adults, children, young people and their families or carers. You have a duty by law to ensure that you play your part in safeguarding and promoting the welfare of vulnerable adults and children.

It can be very worrying and distressing for staff to make sure they have done the right thing. The Safeguarding team are available throughout the day, and after hours and at weekends there is always a senior member of staff or the Clinical Site Manager to call.

It is mandatory for all clinical and non-clinical staff to have safeguarding training, which can be done by contacting your manager or Learning, Development and Education Department on ext. 55807.

**Incident reporting**

All accidents and incidents (including near misses) must be formally reported through the Trust’s incident reporting system. It is essential for new staff to familiarise themselves with the Procedure for the Management and investigation of Incidents, which can be accessed through the intranet. Information on the reporting process is also available within the incident reporting pad, available in all ward and department areas. In brief, the process for reporting is as follows:

1. Ensure that the person involved – patients, staff and others – are safe. For example if someone has slipped on a spillage, make sure that they are safe and appropriate care is given, and that the spillage is cleared up to reduce the risk of anyone else harming themselves.
2. Complete an incident form – a short summary of the incident and any immediate actions taken in section 1 of the form
3. The top **white** copy should be sent to the Risk Team based in Harbour Yard via internal post (full details below) immediately. The information on your submitted incident form will be added to the risk management database
4. The second *pink/yellow* copy should be given to the ward/department manager who will investigate the incident, and identify any actions to prevent or minimise the risk of recurrence.

Depending on the severity of the incident some incidents (graded *orange/red*) will have a more formal investigation, involving collation of statements and preparation of a report. A panel is held to review these incidents, and feedback to those involved provided once it is completed.

The Risk Management office is situated in Unit 101, Harbour Yard, Chelsea Harbour, London SW10 0XD. The Risk Managers can be contacted on ext. 58669 or ext. 52852.

For further information regarding risk management including incident reporting and grading criteria please refer to the Risk Management Policies and Procedures on the Intranet.

**Body fluid exposure**
We recognise there can be risks, particularly in clinical environments, of needle stick (‘sharps’) or other body fluid exposure. Please refer to the flow chart below to understand the steps to urgently take if this occurs.

More information can be found in the Management of Body Fluid Exposure Police, available on the intranet.
The Trust is committed to ensure we limit our impact on the environment. Please do consider how you can help us by recycling all items that can be, by choosing carefully your mode of travel to work, and by switching off your PC and lights when not in use.

**Waste disposal**
It is essential that waste is disposed of in the approved manner. This will ensure that the risk of injury or harm is minimised and costs are kept as low as possible. The Trust’s Waste Disposal Policy describes the correct processes for disposal, the key points of which are as follows:

- Orange bag for clinical and infected waste
- Black and yellow hazardous tape bins for offensive waste
- Sharps box for sharps only
• Black bag for household waste
• Glass disposal box for glass/aerosols
• Clear bag for recyclable items

All waste should be kept in a secure place until collected by the portering service.

**Emergency Preparedness Resilience and Response (EPRR)**
All NHS organisations are required to prepare for and respond to a wide range of incidents or emergencies that could impact on health or patient care. These could be anything from extreme weather, terrorist attacks to major transport accidents.

The Head of Emergency Preparedness produces and maintains a number of risk based EPRR Plans that set out how the Trust respond to and recovers e.g.:

• Major Incident Plan
• Chemical, Biological, Radiological, Nuclear and Explosives / Hazardous Materials Plan (CBRNE/HAZMAT)
• Burns Crisis Plan
• Hospital Evacuation Plan
• Pandemic and Seasonal Influenza Plan
• Severe Weather

To maintain resilience to be able to respond safely to internal disruption whilst maintaining services to patients, details of these arrangements are contained within the Trust’s Business Continuity Policy, Plan and Service Continuity Plans for each key area.

The Trust has a duty to cooperate with the wider integrated healthcare and civil resilience systems to ensure there is a seamless and coordinated response for protecting the health of the local communities and the enduring threat of terrorism.

The command and control structure is a key part of all EPRR plans and when enacted enables the Trust to respond effectively and efficiently to emergencies and incidents. The Trust follows the nationally recognised Gold, Silver and Bronze structure.
The Major Incident Plan quick guide is located in the red bar on the home screen of the intranet. The Policies and Procedures bar dropdown folder ‘Emergency Planning’ contains the relevant plans and information. Alternatively contact the Head of Emergency Preparedness on ext. 56729 or bleep 6729.

No smoking policy
Smoking is not permitted on Trust premises or in its grounds. This is a legal requirement and is also fundamental to the Trust’s desire to set an exemplary health promotion example as a healthcare organisation. E-cigarettes are not permitted as their use does not support the Trust’s endeavours to promote health and well-being and is not consistent with a professional image. Staff should not smoke in front of the hospital or whilst wearing their uniform, scrubs, or ID badge.

Estates and facilities helpdesk
The helpdesk operates 24 hours per day to offer assistance with cleaning, portering, catering and maintenance issues. Please call the helpdesk to report any premises-related problems on ext. 52424.

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T&Cs .*50% off visit only valid between 9am-6pm Mon to Thurs. 10% off further visits is available any time. Discount does not apply to vouchers or retail and cannot be used with other offers. Valid NHS ID must be shown to receive discount.
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We hope you find this handbook helpful. It will be reviewed on a regular basis. This booklet is also available on the Intranet and can be downloaded in a larger font size, or you can contact HR if you would like a copy of the booklet in a different font size or format. We would be grateful for your feedback to update and improve the information provided – please contact mia.kruber@chelwest.nhs.uk with any comments. This handbook is produced at no cost to the Trust.
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