Staff Handbook
Improve your Skills and Boost your Career

Continuous Professional Development courses
We offer many courses that could support your current job role or enable you to progress in your career. We have a number of courses at Level 2 including:

- Dementia Awareness
- Safe Handling of Medicines
- Information Advice & Guidance
- Equality & Diversity Team Leading
- Customer Service
- Cleaning Knowledge & Skills
- Understanding End of Life Care
- Care and Management of Diabetes
- Understanding Dignity & Safeguarding in Adult Health & Social Care
- Principles of the Prevention and Control of Infection in the Health Care Settings
- Understanding Nutrition & Health Care Planning

Apprenticeships
You could start an Apprenticeship alongside your current job role or a new role. Apprenticeships include:

- Health Care Support Worker Level 2
- Pharmacy Level 3
- Business Administration Level 2/3
- Customer Service Level 2
- Customer Service Practitioner Level 3
- IT Users Level 2
- IT Practitioners Level 3
- Cleaning & Support Services Level 2
- Cleaning Supervisor Level 3

Call: 01270 654638
Visit: scc.ac.uk
Overview
East Cheshire NHS Trust was established in 2002. It consists of three hospitals at Macclesfield, Knutsford and Congleton. Macclesfield District General Hospital was purpose-built in the early 1980s, replacing a much older traditional infirmary. We are a combined community and acute trust serving a population of over 470,000 people and our vision is to deliver the best care in the right place. We have over 3000 staff complimented by a large team of volunteers working across our geographical footprint.

We aim to provide high-quality, integrated services as specified locally by commissioners, delivered by highly motivated staff.

The NHS Constitution
The NHS Constitution establishes the principles and values of the NHS in England. It sets out patient and staff rights and responsibilities. It protects the NHS and helps ensure we receive high-quality healthcare that is free for everyone.

The NHS Constitution brings together in one place details of what staff, patients and the public can expect from the National Health Service. It also explains what you can do to help support the NHS, help it work effectively, and help ensure that its resources are used responsibly.

East Cheshire NHS Trust has high regard for the NHS Constitution and we embed this in our delivery of patient care.

Our Vision, Mission & Board Objectives
Our Vision is to ensure our patients receive the best care in the right place

Our Mission is to work in partnership to provide high quality affordable integrated services

Our Board Objectives

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<th>PATIENTS</th>
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<tr>
<td>Provide safe, effective personal care in the right place</td>
<td>Build, value and develop a motivated and sustainable workforce</td>
<td>Work within the Caring Together framework to deliver our vision</td>
<td>To deliver services that are clinically and financially sustainable</td>
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Values & Behaviours
Our staff and patients have been involved in developing a set of value-based behaviours defining what they would expect to see from themselves and their colleagues. The trust’s staff intranet provides additional information and guidance on the values and behaviours.

Our values;
• Treat each other with respect and dignity
• Commit to quality of care
• Show compassion
• Improve lives
• Work together for patients
• Make everyone count

The ultimate goal is for the trust’s values to be an integral part of everyone’s working life, no matter what their individual roles are. In order to achieve this, staff need to be aware of, understand and be committed to the values of the organisation.

Our volunteers
We welcome and greatly appreciate the help and time that volunteers give to the trust. Anyone over the age of 16 years can become a volunteer. The only qualifications needed are commitment, reliability, an understanding and liking of people and a willingness to help. There are many varied volunteering roles within the trust and volunteers are based at all three hospitals. The volunteer department holds an open evening session on the first Thursday of every month at 6pm which usually lasts an hour and there you will learn what roles are currently available, how the application process works and what the trust expects from its volunteers.

If you are interested in attending one of these sessions, just email ecn-tr.volunteering@nhs.net to book onto the session and you will be sent location details and further information. If you would like to speak to someone, call Aoife Middlemass on 01625 661974.

Inclusion – Equality, Diversity
East Cheshire NHS Trust aims to be an organisation that people want to access for care and treatment and the trust aims to be an organisation that people want to join and remain with as staff because it allows them to make their own distinctive contributions and to achieve their full potential.

The trust does not tolerate any form of intimidation, humiliation, harassment, bullying or abuse. It ensures that patients, staff, visitors and the public are treated fairly, with dignity and respect. Our aim is to break down all barriers of discrimination, prejudice, fear or misunderstanding which can damage service effectiveness for service users and carers.
The trust has equality objectives in place, designed to improve the access and experience of people who are more likely to experience disadvantage or barriers to services and employment opportunities. Here are a few examples of good practice that have recently been implemented:

- North West award winner for the Haelo project, resulting in increased carer involvement, cohort nursing and enhanced care
- A pilot on an intermediate care ward lead to a reduction in falls for patients with dementia
- Developments in relation to caring for people on the autistic spectrum
- Reaccreditation under the Information Standard
- Development of lesbian, gay, bisexual, trans (LGBT) page on the trust website
- Successful sign up to the Disability Confident scheme and active Disability Equality Group
- Improved engagement with black & minority ethic (BME) staff and investment to support improved prayer facilities
- Improvements in relation to the workforce race equality standard (WRES)
- Improved staff knowledge and capability regarding caring for patients with mental health issues
- Any significant redesign of services will require evidence that equality it has been considered by decision makers
- Service improvements as a result of equality impact assessments
- Interpretation services

View our equality and human rights policy on the intranet

There are always ways in which we can improve our services. If this is something you are keen to become involved in, or you have some ideas in this respect, please contact the trust’s Equality & Patient Experience Manager on 01625 663981 / 661560.

**Information for new starters**

**Overview**

We are pleased to welcome you to our trust and hope that your time here is both enjoyable and rewarding. This handbook has been written with the purpose of introducing the trust to you as a new member of staff. We hope that you find the answers to your questions in this handbook, which also tells you how to find out more yourself by speaking to your manager, colleagues, HR or via the trust’s intranet.
Principles / vision for our workforce
East Cheshire NHS Trust is committed to providing high quality care to its patients and services users. We understand the only way to deliver this is to have the right people with the right skills. The trust believes that a highly skilled, motivated and engaged workforce is essential to ensuring that this can be achieved. We pride ourselves on offering our staff good working conditions, lifelong learning, fair pay and benefits, staff involvement and a balance between work and personal life.

What is induction all about?
Induction is an opportunity to meet other new starters, hear from a member of the board, understand the impact of the valuable work we do and find out how we can support you to be the best you can be during your career with us.

Local Induction
Your local induction will help you familiarise yourself with your team, your role and the area you are working in. It’s a great opportunity to think about any support you may need. Your manager or team leader will sit down with you and run through the induction checklist. This will provide you with everything you need to know about working life in your department and introduce you to the parking system, appraisals, learning opportunities and supervision etc.

Key policies
Our workforce portal ‘HR Direct’ (accessible via the trust’s intranet) has been designed to help staff find the information they need quickly and easily. It contains all of the trust’s workforce policies and associated guidance documents.

The HR Department has a dedicated team providing advice for HR queries by telephone or email. The team can also provide guidance on how to navigate around the portal to assist you in locating the policy and/or documents you require. They can be contacted by telephone on 01625 656500 or via e-mail: ecn-tr.hradvisoryservice@nhs.net

Contract of employment
Before or shortly after starting working for the trust, you will receive your contract of employment. This will contain the main details of your terms and conditions of service, including pay and notice period.

Hours of work
Your contract will include details of your contracted hours of work per week and working pattern. You are required to be punctual and observe the contracted hours of work. If you are likely to be late for work, you should advise your manager as early as possible in line with departmental procedure.

Pay
You can find details of your pay band and salary in your contract. Within each pay band there are a number of pay points to allow for pay progression. Incremental pay progression will be dependent upon a number of criteria, which can be found in the
trust's pay progression policy. You will be paid monthly, by bank transfer, on the 28th of each month. (If the 28th falls on a weekend or bank holiday, this will take place on the last working day before the weekend or bank holiday). You will receive a payslip setting out the details of your gross pay and any deductions.

**Annual Leave**
The annual leave year runs from 1 April to 31 March for all staff employed on National Terms and Conditions. Entitlement to annual leave varies according to length of NHS service, which may not necessarily be continuous. Annual leave and public holiday entitlements are based upon the following lengths of service*:

- On appointment - 27 days plus 8 public holidays
- After five years’ service - 29 days plus 8 public holidays
- After ten years’ service - 33 days plus 8 public holidays

The number of public holidays will vary year on year, dependent on when Easter falls, so leave entitlements must be recalculated for each annual leave year. Your manager can provide further information about holiday entitlement and restrictions on when annual leave can be taken. The timing of all leave is subject to the agreement of your line manager.

*This may change in line with any changes to National Terms & Conditions of Service

**Reporting Sickness**
If you are too unwell to attend work, you are required to personally notify your line manager at the earliest opportunity prior to your shift. It is recognised that occasionally, there may be exceptional circumstances which prevents personal notification; however such circumstances will be by exception. Personal contact is expected; text messages and/ or e-mails are not acceptable.

You may self-certify for a maximum of 7 days on any one occasion. After 3 consecutive days of absence you are required to provide either self-certification or alternatively a medical certificate of incapacity. Once the absence has lasted 7 days (i.e. 7 calendar days, regardless of how many of these were working days) a medical certificate will be required and self-certification will no longer be sufficient.

Please familiarise yourself with the trust's attendance management policy, departmental procedure and speak to your manager if you have any concerns.

**Flexible working / special leave**
There are a number of opportunities available to employees seeking a healthy work-life balance, enabling the organisation to employ a flexible workforce that meets the needs of the service as well as the individual. For more information please speak to your line manager or read the relevant policies as described below:
Working Arrangements Policy:
- Access to flexible working/work life balance
- Flexible working day / pattern
- Mutually agreed flexibility (incorporating buying additional annual leave)
- Job share
- Part time working
- Annualised hours
- Compressed working week / fortnight
- Term time only working
- Working from home
- Time off in lieu
- Secondments
- Fixed Term contracts
- Temporary contracts
- Agency workers

Work-life Balance Policy:
- Time off to deal with emergencies involving dependent’s and domestic responsibilities
- Compassionate leave
- Time off for appointments
- Absence caused by bad weather
- Time off for public duties
- Employment break scheme
- Flexible retirement options
- Time off to train
- Extended carers leave

Supporting your Health & Wellbeing

Overview
East Cheshire NHS Trust is fully committed to supporting its employees to be at their best, be energised, motivated and committed to help ensure the continued provision of excellent, safe and consistent care for patients.

The trust’s approach to staff wellbeing is designed around the ‘5 Ways to Wellbeing’ which was developed by the New Economics Foundation.

This showed that to feel happier, we just need to do the following 5 simple things

- Connect
- Be Active
- Take Notice
- Keep Learning
- Give

Our staff engagement, wellbeing and inclusion plan focuses on supporting our staff to feel fit, healthy and well throughout their working career, with particular emphasis on the reduction of sickness-absence related to stress/anxiety and musculoskeletal issues. Further information is available on HR Direct.
Mental health is one of the biggest workforce challenges we face in the NHS and providing an environment and opportunities that encourage and enable staff to lead healthy lives and have healthy minds is crucial in providing quality and safe patient care. As such, the trust places an equal focus on mental and physical health and provides a diverse range of initiatives, projects and schemes to support staff. This approach is continually developed to meet the needs of staff. Staff surveys, walk-arounds, the mind workplace index, focus groups, local ‘pulse’ surveys and day-to-day conversations are crucial to hearing what staff have to say about what we can do to help them.

Please take a look at the wellbeing section of HR Direct, where you will find details of training courses, podcasts, applications, websites, videos and interactive learning programmes, all designed to support your mental and physical health. You will also find a wide range of useful tools and fact sheets to help you stay well, positive and resilient.

If you have any ideas or suggestions to support the trusts Staff Engagement, Wellbeing & Inclusion agenda or would like to become a champion to help spread wellbeing news and information, please contact the team on either 01625 666526 or 01625 663042

**Staff Benefits & Schemes**
Below provides a guide to the wide range of staff benefits, schemes offered by the trust, designed to support staffs engagement, wellbeing & inclusion.

For further information on each of the staff benefits detailed below, please visit the trust’s Staff Wellbeing Portal [http://www.hrdirect-east.cheshirehr.nhs.uk/](http://www.hrdirect-east.cheshirehr.nhs.uk/)

**Total Reward Statements**
You can see a personalised summary of your full NHS employment package, including details of your basic pay, allowances and NHS Pension Scheme benefits by logging into MyESR and accessing your Total Reward Statement. You can find out more on HR Direct

**NHS Pension**
The NHS Pension scheme continues to be one of the most comprehensive and generous schemes in the UK and is a key part of the reward offer for employees in the NHS. You are automatically entered into the scheme if you are eligible unless you state otherwise and you can read more about the scheme on the HR services portal. Further information and contact details for NHS Pension can be found at [https://www.nhsbsa.nhs.uk/nhs-pensions.](https://www.nhsbsa.nhs.uk/nhs-pensions.) Contact SBS Payroll & Pensions Tel - 0303 123 1144 for general enquires.
Want to use your skills in a challenging environment?

Joining the Reserve Forces as a healthcare professional is rewarding and challenging. Use your skills to make a difference: provide medical care to sick and injured military personnel and others in a range of uniquely challenging operational and training environments around the world, whilst contributing to your own personal and professional development. Did we mention that you also get paid for each day’s training you do?

The Royal Navy, Army and Royal Air Force are looking for trained healthcare professionals in over 70 medical trades and specialties to serve part time in the Reserve Forces.

Interested? Phone or go online to find out more about current opportunities.
Mid-Career Financial Awareness Course
Are you in your 30’s or 40’s and would like advice and guidance on planning for your long-term future? We offer a course which covers saving for retirement, investing for growth and guidance on pensions, mortgages and insurance. Please speak to your manager if this is of interest to you.

- State pensions & allowances
- NHS pensions
- Managing your finances
- Investments & savings
- Wealth preservation, wills and protecting your property
- Long term care & inheritance tax

Pre-retirement Course

If you are thinking of retiring in the next 5 -10 years, there is a course covering the financial and lifestyle implications of retirement including:

- State pensions & allowances
- NHS pensions
- Purpose in retirement
- Gathering information to make informed choices
- Investments & savings
- Insurance & other benefits
- Wealth preservation, wills and succession planning
- Long term care & inheritance tax

Again, please speak to your manager if this is of interest to you.

NHS Discounts
As a valued employee of East Cheshire NHS Trust you can register & save money with hundreds of well-known brands & retailers at 'My Trust Benefits' whilst helping to generate much needed funds for the trust. My Trust Benefits will repay 50% of the revenue generated from sales back to the trust. Register at www.mytrustbenefits.co.uk

Cycle to work
Staff who cycle to work have the opportunity to buy bike and safety equipment from a number of specific local bike shops and pay for it tax free via salary sacrifice over 12 months. For more details of when the scheme is open and how to obtain a cycle, please visit the trust’s wellbeing portal or call facilities on 01625 663650.

Occupational Health
Cheshire Occupational Health Service (COHS) aims to ensure staff in employment experience a working environment for which they are physically and psychologically suited and that protects and promotes employees health. Staff can access support for any health issue via self or management referral. They are based at the Macclesfield site and can be contacted on 01625 661895
Counselling
The more we talk about mental health the more chance we have of making a difference so if you are struggling, please speak to someone.

Fast Access to Physiotherapy
ECT’s Physiotherapy Service provides a fast track physiotherapy service for staff with a wide range of musculoskeletal problems, for example back pain or shoulder pain. As a staff member you will be offered an appointment within 2 weeks of the referral being received. There are a range of times and locations to choose from, with the service operating from seven sites across East Cheshire.

At the initial physiotherapy appointment, staff will receive a detailed assessment with a skilled physiotherapist; including consideration of their job role and also their own personal aims and goals. They will be given advice about their condition, offered a range of evidence based treatments and self-help tools and will be involved in the decision making process about the best care for them throughout. The service also works alongside specialist teams ensuring any requirements for more specialist advice or intervention can be accessed without delay.

Staff can be referred by Occupational Health or via self-referral. Staff can also access more information about the service including self-help advice, physiotherapy exercise videos for common conditions and links to local information at: http://www.eastcheshirephysio.nhs.uk/
Spiritual Care & Chaplaincy
The trust has a dedicated chapel and multi-faith room on the Macclesfield site for patient, visitor or staff use. Anyone can access the trust's spiritual care and chaplaincy service. Please contact one of the chaplains on 01625 421000 if you feel they can help in any way, or to assist in contacting a representative of a particular faith group.

NHS Credit Union
The NHS Credit Union offers affordable loans and secure savings for thousands of health service employees and their families. Unlike high street banks, the NHS Credit Union Scheme is owned by its members and run solely for their benefit. Any employee of the NHS in Scotland or the north of England can join the NHS Credit Union - along with any member of family living in the same household. It's easy to join! To find out more, log on to www.nhscreditunion.com/joinus or call 0141 445 0022

Free Eye Care Vouchers
Employees that are users of display screen equipment can apply for a voucher which they can take to Specsavers to cover the cost of their eye sight test. Please contact the Occupational Health department for further information on 01625 661895.

Stop Smoking support
As part of the trust’s Staff Wellbeing Programme, all East Cheshire Trust employees have access to Stop Smoking Support and an offer of one months’ supply of nicotine replacement therapy. Appointments are available on Mondays and Tuesdays between 8am and 4pm and/or Wednesdays between 8am and 1pm. Please contact Catriona Holden on 07976 984411 to make an appointment.
Health Promotion Activities
A variety of staff-led health promotion activities are promoted by the trust such as massage, mindfulness training, yoga, hill walking and activity based inter-departmental challenges. For more information, please browse our Staff Wellbeing Portal and keep an eye out for our weekly Wellbeing round-up e-mail.

Reward and Recognition Schemes
The trust’s reward & recognition scheme describes how the trust rewards and recognises the contribution that staff make towards the running of the organisation, quality of care and innovation in developing services.

The scheme does not replace the informal aspects of recognition which occur around the trust on a day-to-day basis; it works alongside effective communication, appraisals and personal development plans, staff involvement and engagement.

However the scheme provides a way to recognise formally exceptional contributions, suggestions and commitment to the organisation.

- Colleague of the Month - winner receives £75 High Street gift vouchers
- Team of the Month – team receives £400 which will be added to their budget
- Staff Suggestion Scheme – Staff making suggestions which are implemented, contributing to improved patient care or ways of working while maintaining financial viability will receive £100 High Street vouchers
- Thank you cards - to support and facilitate a culture of saying ‘thank you’ and appreciation thank you notes can be shared freely among colleagues, either on a named or anonymous basis
- Service Recognition - service is acknowledged at 5 yearly intervals. At 20 years, High Street Gift vouchers will be awarded to the value of £150, alongside a celebration event
- Retirement - Any member of staff who retires from employment at the trust will be eligible for a retirement function

Staff Awards
We know that there are many staff who go the extra mile, have done something extraordinary, perhaps come up with innovative ideas or simply make our trust a more welcoming, caring and friendly place to work and be treated and cared for. On an annual basis, the trust celebrates the contributions and achievements of staff at a staff awards ceremony. These awards are a key part of the organisation’s commitment to celebrating success of individuals and teams, and recognising best practice across all sites, departments and job roles. Nominated by staff and patients, the awards highlight the very best care, compassion, skill and innovation among our staff across our hospitals and community services.
The event is sponsored by external partners and is usually held locally in November, with a different theme each year. The evening is usually a great success, attended by nearly 300 members of staff from specialties across acute and community settings.

Flu Campaign
Each year the trust offers free flu vaccination to all staff. Staff are urged to have the jab to protect themselves, their patients and their families. The jab is suitable for most people and is unlikely to result in any side-effects but anyone with any health concerns is advised to speak to their GP before having the vaccine. Support is available for people with a phobia of needles. If you have any queries, please call the Infection Prevention and Control Team via 01625 661597 or email ecn-tr.InfectionControlAdmin@nhs.net

Staff side
Staff side is made up of all of the recognised trade unions and professional bodies representing ECT staff. They meet across the trust on a regular basis both formally and informally with senior managers to discuss issues, give updates and raise points of concern. Their aim is to resolve any concerns from staff or managers as quickly and informally as possible and to work in partnership to promote and share best practice and to involve staff in service developments. Contact your local or national union office or visit the intranet for more information.

Central Cheshire Health Branch
UNISON is one of the UK’s largest trade unions, serving more than 1.3 million members. We represent full-time and part-time staff who provide public services, although they may be employed in both the public and private sectors. There are three simple ways to join UNISON and get essential cover wherever you work:
• Join securely online at www.unison.org.uk
• Call 0800 171 2193
• Return a paper form

UNISON helps its members resolve problems or issues related to work and home. Whether you are being bullied, want to find out more about your rights to flexible working or need help with your finances, UNISON can offer you confidential advice.

Get help now 0800 0 857 857
Enabling you to be the best you can be

Postgraduate Medical Education
The Postgraduate Medical Education Department at East Cheshire NHS Trust is committed to promoting excellence in healthcare, education and training for doctors. East Cheshire NHS Trust is a recognised hospital for doctors in training and has a wide spectrum of trainees. We are affiliated with the University Of Manchester School Of Medicine for undergraduate medical students. A recent annual assessment visit from Health Education North West described the trust as a "trust that values education, supervision and the welfare of doctors in training grades".
All trainees are encouraged to get involved in education by teaching others, entering our annual presentation competition or leading and developing simulation scenarios. East Cheshire NHS Trust administers and delivers the following services:

**Postgraduate Medical Education**

**Professional Practice**

The Professional Practice team are a leading provider of clinical education. The team develop and deliver both statutory & mandatory and role specific education which reflects the core skills framework, local and national policy and multiple education standards. The team are passionate about patient care, supporting the local health and social care economy and nurturing and developing workforces, equipping the trust and other organisations and stakeholders to meet the demands of an ever-changing NHS. The simulation team deliver an eclectic mix of evidenced based simulations that enrich learning experiences. The trust is part of the North West Simulation Education Network and will soon become an accredited centre. With over 40 years of NHS experience, all courses are developed and delivered by highly skilled subject matter experts. Creativity, innovation, technology and NHS and social care knowledge enable the development and delivery of education programmes that meet individual staff and trust requirements.
Appraisal
Following staff consultation the trust developed a robust appraisal system. Here at East Cheshire NHS Trust we believe that an appraisal is the process through which an employee’s skills, knowledge and behaviours are appraised against core competencies and the trust’s values and behaviours. It is a valuable time to reflect upon and celebrate achievements and enables all staff to identify what support and development they require for the future. The emphasis of the meeting is on the quality of the discussion and setting meaningful objectives for the coming year that is aligned to the trust objectives. Whilst the appraisal meeting is held yearly, the documentation should be reviewed throughout the year, assessing and evaluating progression with their individual objectives.

Practice Education Facilitators
The team manage the provision of high quality multi-professional learning environments and culture across the trust in line with HEE Quality Standards. This includes supporting and advising pre-registration and post-registration learners, mentors and educators across the trust. We facilitate opportunities for interprofessional learning to bridge the gap between theory and practice to enable our current and future healthcare workforce to develop the knowledge, skills, values and behaviours to deliver high quality care. We work in partnership with external stakeholders and higher education providers to ensure the development and delivery of pre and post-registration healthcare programmes. Curricula and assessment in practice are monitored by the team to quality assure programmes are responsive to changes in treatments, technologies and care delivery models. We support staff through preceptorship to ensure a smooth transition from healthcare student to registrant and support continuing professional development through HEI-commissioned programmes.

Library & Knowledge Service
The Library & Knowledge Service (LKS) supports staff & students, clinical & non-clinical, across the trust to facilitate evidence-based decision making processes to support patient care, develop guidelines and to make informed clinical and non-clinical decisions.

The LKS also supports professional education & practice (clinical & non-clinical) through a range of tailored education, training, study skills support, current awareness bulletins and knowledge management activities. The team support the provision of e-learning within the trust and they also develop a variety of trust e-learning packages
Career & Engagement Hub
The Cheshire Career & Engagement Hub has two main aims:

- To encourage young people in Cheshire and Wirral to consider pursuing a career in health and care by promoting the full range of careers available, both clinical and non-clinical and increasing access to work experience and engagement opportunities

- To encourage young people in Cheshire and Wirral to take an active interest in their own wellbeing through provision of education resources, experiential learning and greater access to care and health professionals through learning events

The recent areas of focus for the Hub have been to encourage staff to become Health Ambassadors to promote the wide range of careers in health and care, to develop a website where anyone can locate a variety of information about health and care careers (www.cheshirecareerhub.net) and to look at the work experience offering across Cheshire and how more people can access this.
Apprenticeships
Here at the trust and across the health and care sector, apprenticeships are used to train both new and existing staff in a range of clinical and non-clinical roles.

Apprenticeships are also recognised to have a number of benefits, allowing employers to address specific workforce needs, expand their talent pipeline, and encourage the flow of people into health and care who bring with them fresh ideas, who can be developed in line with organisational values.

As the trust looks to the future and considers the skills gaps within the health and care sector and the importance of robust workforce planning to ensure adequate supply, apprenticeships represent a considerable opportunity for growing and developing the workforce.

Apprenticeships are government funded work-based training programmes for people aged 16 and over. They combine on the job training with nationally recognised qualifications and are a great way to build a skilled and motivated workforce. Employers now have control over how the learning is delivered, which means that they can shape apprentices to become key members of the workforce.

Apprenticeship standards come in different levels from intermediate and advanced to degree and masters level and will last a minimum of 12 months, although the length of time will depend on the qualification. They are being developed in hundreds of different areas including Business Administration, Medical Administration, Health & Social Care, ICT, Finance, HR and Customer Service, to name a few.

New standards are currently in development for a Nursing Degree Apprenticeship which will enable learners to gain qualified nursing status through the apprenticeship route.

Other degree level standards are also in development, which will open up different career pathways. A wide variety of apprenticeships will be available throughout health and care in order to help people enter at an appropriate level and then progress with their career.

Listening to you

You Said We Did
There are a number of ways we listen to you, and we hope that you will embrace any opportunity to have your say. What you say can really help shape improvements in your area, as well as make changes to the experience of our staff and those who use our services. We can only grow based on what we know. We aim to demonstrate how we listen and act upon feedback through 'You Said, We Did' communications
Are you ready to make a difference?

Could you be a short-break foster carer?

How does it work?

We are looking for committed people aged 21 and over to become foster carers on our successful short-break foster scheme for children with disabilities. You must be willing to be assessed and approved as a foster carer, and also able to move into a disability-adapted property or have your own suitable property.

It would be advantageous if you have experience of working with children with disabilities although training is provided. Payment is up to £500 a week, plus an age-related allowance for each child who is placed with you. We may also provide an adapted vehicle for your use in supporting the children in your care.

Call us now on 0300 123 3223 and do something incredible.

www.cheshireeast.gov.uk/shortbreakfostering
**Exec Walkabouts**
Members of the trust's board regularly visit different teams and department across our organisation in order to see first-hand the good work being done. Why not invite the board to come and see your team in action and perhaps showcase a recent innovation or improvements?

Please email Bethan Rimmer at trust headquarters via bethan.rimmer@nhs.net and we will look at how best to programme this into this year’s leadership walkabout programme.

**Staff Survey**
The national NHS Staff Survey provides vital information to the trust about what it is like to work here. Participation in the staff survey is strictly anonymous and the trust cannot identify responses from any individual. The survey is managed by an external agency to comply with a national set of rules ensuring appropriate process and confidentiality. Every year we listen to what staff are saying and look at what actions we can take to make the trust a better place to work and receive care. Our performance is also compared against other trusts nationally.

If you receive a copy of the survey in the future, please complete and return it; your views really do matter. You can find out more about the NHS Staff Survey on the trust's intranet.

**Friends & Family Test**
Another way you can have your say is via a national survey called the Staff Friends and Family Test (SFFT). This survey asks whether staff would recommend the trust to their friends and family as a provider of care and treatment and as a place of work. Involvement in the SFFT survey is anonymous and the results are shared with management teams to improve things. Results are also shared nationally as a benchmark for the trust.

**Keeping you informed**

**Communications overview**
The trust's communications and engagement department manages the trust's weekly newsletters 'Staff Matters' and 'Staff Matters lite', the staff facing intranet and the trust's public-facing website. The team also deals with media enquiries, marketing of the trust and communicating urgent issues affecting large numbers of staff via the use of global emails.

The updating of patient leaflets is also co-ordinated by the team. If you need a leaflet updating or have a leaflet that needs publishing, please see the patient information page.
Staff Matters / Staff Matters lite
A PDF newsletter, Staff Matters lite, is sent out by e-mail every week to all staff. It contains important information and messages that are essential to our working week and links to a longer version containing more details on the intranet. To submit an item please fill out the relevant pro-forma which can be found under ‘Staff Matters’ on the intranet and email to ecntstaff.comms@nhs.net

CEO Open Forum / Podcast
Trust Chief Executive John Wilbraham communicates directly with all trust staff through regular podcasts and ‘Open Forum’ webinars and staff engagement sessions. Look out for details on global emails and the intranet.

Intranet
The intranet is our staff-facing site that is a hub of information that you may need. Departments are encouraged to develop and maintain their own information on the intranet. You can use it to see events and read our latest news.

Social media
The Communications Team manages the trust's main social media accounts. The trust has a main twitter account (@EastCheshireNHS), a staff-focused Twitter account (@ECTStaff) and a Facebook page, www.facebook.com/EastCheshireNHS/
The trust has a social media policy which sets out the process for trust services or departments wishing to set up their own social media channels.

Using social media
Social media allows you to make connections with friends, colleagues and like-minded peers. We want staff to stay safe online and support you to use it in the best way possible. Please read the trust’s Social Media Policy available on the public website – simply Google ‘East Cheshire NHS Trust social media policy’.

Although the trust does not discourage you from using social media, you are advised to consider the implications of any online posts which may have an impact or effect on people using our services, our organisations, employees, contractors or partner organisations. The Communications Team can provide further specialist advice and support on 01625 661184.

Other ways we communicate
Special interest newsletters and briefings are circulated on a regular basis to all staff e.g. Nursing Matters from the Director of Nursing, Performance and Quality, the governance newsletter, Learning into Practice and Wellbeing Weekly.

Noticeboards
There are noticeboards across ECT sites which have important information and things you may need to know specific to your local area. Please refer to the trust’s Sponsorship and Advertising Policy for guidance around what can and cannot be displayed on the noticeboards.
**Media enquiries**
If you are approached by the media, such as a phone call from a journalist or asked to take part in an interview which in any way links to your employment, you should always contact a member of the Communications Team for authorisation first. They will be able to provide guidance and support, and work with you should you be given permission to take part in any subsequent media activity.

**Working safely**

**Overview**
We want to provide an environment that is safe for our staff, people who use our services, their carers and families and our visitors. We ask that everyone takes responsibility for this and follows the below guidance as part of this duty. Below are some of the ways we can work safely and your manager will provide further details about guidance specific to your role.

**Accidents and incidents**
All accidents and incidents at work must be reported via the Datix incident reporting system. Incident reporting is an important part of creating a safe and effective working environment. If staff are involved in an accident, incident or near miss which did or could have resulted in injury, illness, loss or damage to property, this should be reported to their immediate manager, who will then ensure an incident report is completed.

All staff can access Datix via Zen application launcher or the intranet to report an incident. If any assistance is required then please contact Risk Management on extension 3602 or 1772.

**Health & safety**
There are a number of policies and guidance in place to support you to carry out your role safely. You can find the latest versions of the below on the Trust intranet, or speak to your manager:

- Accidents and incidents at work
- Infection prevention and control
- First aid
- Fire safety
- Workstation assessments
- Lifting and handling
- Protective equipment
- Sharps use and disposal

If you are interested in getting more involved as a Health & Safety Representative speak to your line manager in the first instance.
Personal Safety & Security
We want to provide a safe and secure environment for all those who use our services and those who work in them. ECT has a designated Local Security Management Specialist who has responsibility for the overall security of the trust including investigating security incidents, providing supportive advice, enforcing sanctions against those responsible and seeking redress through the criminal and justice systems. You can contact our Security team on 01625 661647 or Bleep 3336.

Personal Safety Basic Tips
- Report all incidents using accurate and factual data on Datix
- Plan ahead and risk assess hazards
- Keep all personal belongings locked away safely
- Keep confidential information secure
- Lock all doors
- Appropriately challenge all unknown visitors
- Know your environments and park safely
- Ensure that someone knows where you are at a times (phone numbers/places)
- Ensure your phone is always charged and working
- Report all lone working concerns to line manager

Fire safety
There are a number of policies and guidance in place to support you to carry out your role safely. You can find the latest versions of the below on the trust intranet, or speak to your manager

- Accidents and incidents at work
- Infection Prevention and Control
- First aid
- Fire safety
- Workstation assessments
- Lifting and handling
- Protective equipment
- Sharps use and disposal

If you are interested in getting more involved as a health & safety representative speak to your line manager in the first instance.

Confidentiality
By law, everyone working for or on behalf of the NHS must respect patient confidentiality and keep all information about people who use our services secure. If you have any queries regarding confidentiality they may contact the Records and Information Governance Manager or the trust’s Caldicott Guardian who is the Associate Medical Director.

We take great steps to ensure personal information is retained securely. These steps include retaining manually held records within lockable storage facilities, password protecting computer held records, ensuring that information shared with other
individuals is on a ‘need to know’ basis, not giving details over the telephone without confirming the caller is authorised and disposing of old records securely. We have data sharing agreements in place with our partner organisations in line with the requirements of the Data Protection Act. We only pass on information if there is a genuine need to know and anyone who receives the information is also under a legal duty to maintain confidentiality. We do not give out information about patients or people who use our services to third parties except under exceptional circumstances, such as when the health and safety of others is at risk or where the law requires us to do so.

Information Governance
Information governance is an important part to your working life. All staff are required to keep information about patients, staff and trust business activity confidential. As part of your Induction, you will complete information governance training and you can access further policies on the trust website.

Internet & e-mail usage
You are only permitted to use trust e-mail, internet and computer facilities if required to do so in the course of your employment in accordance with the IT Acceptable Use Policy. You must ensure that no computer software is installed or used on trust equipment without the prior consent of IT.

Staying safe online
We want to support you to feel confident when using phone and email in the course of your everyday work, but are conscious that there are often malicious attempts to undermine the high levels of security in place to protect NHS systems, information and staff. Everyone has a responsibility for security and ICT provide regular information from NHS Digital and continually work to improve security with the latest software updates. Issues of this type should be reported as an incident on Datix.

Information Governance Security Tips
• Store files on your home drive or team shared drives rather than in My Documents drive
• If you receive a phone call from someone claiming to be calling from the helpdesk or on behalf of someone important to gain information to enable them access and are unsure, do not reveal any information
• Please do not leave post it notes on your computer with passwords or security codes
• Challenge people to show their ID badges when they want to access the workplace
• You may receive an email from an unusual sender asking you to open an attachment or click a link to a further website. This may be a way of installing harmful code on to your computer, or to collect information
• Exercise caution when opening an attachment from an unknown sender
• If you are unsure about any phone calls or emails you have received, please ring the service desk on ext 3131
You can read the latest NHS Digital Cyber Bulletins, as well as other information, on the ICT Service's intranet pages. http://www.eastcheshire.nhs.uk/IT/default.aspx

**Freedom to Speak Up (Raising Concerns)**
Speaking up about any concern you have at work is really important. In fact, it’s vital because it will help us to keep improving our services for all patients and the working environment for our staff. You can raise a concern about risk, malpractice or wrongdoing you think is harming the service we deliver. Just a few examples of this might include (but by no means restricted to):

a) unsafe patient care  
b) unsafe working conditions  
c) inadequate induction or training for staff  
d) lack of, or poor, response to a reported patient safety incident  
e) suspicions of fraud (which can also be reported to our local anti-fraud specialist on 0161 206 1911  
f) a bullying culture (across a team or organisation rather than individual instances of bullying)

There can raise a concern, as follows;

1. There is an icon on everyone’s Zen Windows Application ‘Freedom to Speak Up’ – this takes you straight through to the DATIX reporting page where you can report your concerns. You can do so anonymously by leaving your contact details blank.  

2. You can send your concerns to the generic e-mail address (ecn-tr.SpeakingUpForSafety@nhs.net). E-mails sent to this address are sent directly to the Director of Corporate Affairs and Governance and the Deputy Director of Corporate Affairs and Governance. Whilst it is not totally anonymous, confidentially will be respected if that is what is requested, unless there is a requirement to disclose it by law.

You may feel worried about raising a concern, and we understand this but please don’t be put off. In accordance with our duty of candour, our senior leaders and entire board are committed to an open and honest culture. We will look into what you say and you will always have access to the support you need. Our ‘Freedom to speak up: raising concerns (whistleblowing) policy can be accessed via the intranet and HR Direct.

**Safeguarding**
Everyone within ECT has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults; ensuring that they are protected from harm. It is essential that you complete the relevant training so you are clear about what to do if you feel that someone is at risk.
Safeguarding Training requirements are clearly set out in the Safeguarding Children Policy and the Safeguarding Adult Policy. Safeguarding training must be completed within 3 months of employment with the trust and updated as appropriate to your role.

Staff should familiarise themselves with the Safeguarding Children Policy and the Safeguarding Adults Policy and the “What to do if you Have Concerns about the Welfare of a Child/Adult” flowcharts. All other policies and procedures regarding safeguarding children or adults can be accessed via the Local Safeguarding Websites which can be accessed from the trust intranet safeguarding webpage. For staff working in Maternity, Paediatrics and Accident & Emergency, a meeting with the Safeguarding Children’s team will be included in your local induction. For further information, support or advice please contact the Safeguarding team on 01625 661774 or for Safeguarding Children email ecntr.SafeguardingMacclesfield@nhs.net

Fraud, bribery & corruption
Unfortunately, some people commit crime against the NHS. Fraud against the NHS means that taxpayer money intended for patient care ends up in the pockets of criminals, so less money is available to pay for things like staff and healthcare facilities. NHS Protect leads on a wide range of work to protect NHS staff and resources from crime, helping to ensure the proper use of valuable NHS resources and a safer more secure environment in which to deliver and receive care.

On a local level within all NHS bodies, Anti-Fraud Specialists (AFSs) work with NHS Protect to educate and inform people about the risks and consequences of fraud, bribery and corruption against the health service, and how to tackle it; prevent and deter fraud, bribery and corruption in the NHS by removing opportunities for it to occur or re-occur; and hold to account those who have committed fraud, bribery and corruption against the NHS by detecting, investigating and prosecuting offenders, and seeking redress where viable.

Fraud, in simple terms, can be described as theft by deception and is a deliberately dishonest act – it does not include innocent mistakes, but it does include ‘attempts’ where the fraudster fails to get what they intended through their fraud. Suspected fraud and bribery can be discovered in a number of ways but in all cases it is important that staff feel able to report their concerns. You should report suspected fraud, bribery or any other matters of concern you may have, no matter how minor they appear.

There are a number of ways in which you can report it;

• Contact our local anti-fraud specialist Roger Causer on 0151 285 4531 (Roger.Causer@miaa.nhs.uk)
• Report it to NHS Protect national fraud and corruption reporting line 0800 028 4060 or www.reportnhsfraud.nhs.uk
Visit the intranet or www.nhsprotect.nhs.uk for official advice and guidance documents, how to report concerns and regular publicity of successful prosecutions.

**Illegal money lending**
The trust has worked with the England Illegal Money Lending team who investigate and prosecute illegal money lenders while supporting those who have borrowed money from a loan shark. You can safely and confidentially report a loan shark to the EIML team by completing the online form (www.stoploansharks.co.uk) or call them on 0300 555 2222. Their team is there to speak to you any time of day or night.

**What you need to know**

**Dignity at Work**
The trust is committed to ensuring a working environment in which dignity of individuals is respected. Every member of staff is required to behave appropriately in the workplace, and to treat other staff with respect and dignity. To this end, any form of harassment is unacceptable and the organisation will not tolerate inappropriate behaviour or abuse of power or position.

There is a ‘Harassment Policy - Maintaining Dignity at Work’ Policy in place, which aims to protect staff from harassment and bullying through:

- Raising awareness of the effects of behaviour on others
- Assisting staff to find effective ways to deal with behaviour they find difficult and/or reasonable
- Referral to the formal procedure

The policy sets out the standards of behaviour expected from all employees by:

- Emphasising the need to treat everyone fairly and with respect
- Drawing attention to the many forms of harassment and bullying and to their potentially serious side effects
- Making explicit those types of behaviours which will not be tolerated
- Providing guidance for individuals on how to deal with harassment and bullying

It also covers work-related events (including social events) that may be off-site as well as the normal working environment.

In cases of alleged assault or behaviour that is considered to be a criminal offence, the organisation may (where appropriate) contact the police or support an employee in contacting the police if the complainant so wishes

**Smoke Free Policy**
The trust recognises that smoking is still the largest single preventable cause of ill health and premature death in the UK. A Smoke Free Policy exists, which applies to all patients and visitors, including parents and carers of any users of our services and all staff, including permanent/temporary staff, volunteers and students. All staff are expected to actively promote the policy and act as role models for patients and visitors. Staff are expected to inform patients and visitors of the policy and to actively apply the policy.
• Staff are not permitted to smoke whilst on duty, either on trust premises (including the hospital grounds) or when carrying out duties off site, eg. travelling to / from or in patient homes
• Contractors, agency and voluntary staff (temporary or permanent) working on the trust premises are expected to observe the policy and acceptance of the policy will be a requirement for all contractors with the trust
• Staff may smoke during their unpaid lunch break off the premises but must ensure their uniforms are covered in accordance with the trust’s uniform / dress code policy
• Confidential smoking cessation support is available to staff who wish to stop smoking (details in the ‘Supporting your Health & Wellbeing’ section of this handbook)
• Time off for smoking breaks is not permitted
• Repeated breaches of the policy may be dealt with using the disciplinary procedure

Alcohol policy
All employees have an obligation under the Health and Safety at Work Act 1974 and their Professional Code of Conduct (where relevant) to report any instances where they suspect an employee is under the influence of alcohol, drugs or other substances whilst at work, or if they themselves have a substance misuse problem.

The trust has a substance misuse policy which sets out to assist in the rehabilitation of individuals who misuse substances, by encouraging them to seek help.
All employees must ensure:

• They report for work and are able to fulfil their role and duties free from the effects of alcohol, drugs or any other substance whether on trust premises or at external locations
• They are aware of the policy and to abide by the policy directives
• They support colleagues who have an alcohol/substance dependency problem by encouraging them to admit their problem and seek advice
• When there is a requirement to be on call that they are not under the influence of alcohol during the on call period as they may be required to attend work
• That they report any concerns that another employee is involved in substance misuse

Dress codes & uniform
You may be issued with a uniform for the department or ward that you work in. This must be worn at all times during working hours. Please follow infection prevention and control procedures with regards to the washing of laundry. Any clothing issued remains the property of the trust and must be returned when you leave our employment.

Declarations of interests and acceptance of gifts
All our staff have a responsibility to ensure that they are not placed in a position which risks, or appears to risk, conflict between their private interests and their NHS
duties. This primary responsibility applies to all NHS staff, eg. those who commit NHS resources directly (e.g. by the ordering of goods) or those who do so indirectly (e.g. by the prescribing of medicines). A further example would be staff who may have an interest in a private nursing home and who are involved with the discharge of patients to residential facilities.

All employees are required to declare when they, or their close relatives / associates have a financial interest in any business, activity or pursuit which might compete for a contract for the supply of goods or services to the trust. This register of declarations is in the public domain and if you hold a role at Band 8b or above, you must make an annual declaration, even if it is a nil return. It is important therefore that you are aware of the trust’s Conflict of Interest Policy and your responsibilities within it.

You are required to be impartial and strictly independent in your dealings with commercial bodies and individuals. Gifts should generally be politely but firmly declined. Wherever possible staff should not solicit or accept gifts, although it may be possible to accept unsolicited gifts or tokens of gratitude, of low value (£50 is the limit) where to refuse may cause offence. Modest hospitality, provided it is normal and reasonable in the circumstances, e.g. lunches in the course of working visits, may be acceptable, though it should be similar to the scale of hospitality which the NHS as an employer would be likely to offer.

Please contact the Corporate Affairs team via e-mail Ecn-tr.conflictofinterest@nhs.net if you need further guidance.

Your ID Badge
ID Badges are provided when you attend your trust induction and must be worn by all staff. Wearing your ID badge plays an important role in the protection of our staff and those who use our services. It also helps people identify colleagues when visiting different sites and departments.

Supervision
Supervision is protected time with your manager to discuss your current workload and objectives, as well as a safe space to discuss any other issues you may like to raise. Supervision is an important way of keeping in touch with your manager and identifying support for you, as well as priorities in your role. You may find it handy to book dates in advance once to ensure that you access this support.

Mandatory Training
All staff are required to complete their mandatory training packages which are allocated according to job role. New starters will receive this as part of their induction and all staff complete periodic updates. Training formats and timescales vary (eg. face-to-face / e-learning / workbooks) depending upon the subject matter. Please speak to your line manager to understand your responsibilities in relation to this – it is a trust requirement that you are fully complaint at all times.
Professional Registration
There is a professional, legal and contractual requirement for certain professional healthcare staff who are employed by the trust to have current registration with a nominated professional regulatory body, to enable them to practise in the UK. The legal requirement of registration to practice is specified in your contract of employment and will be known to the employee concerned through their membership of their professional body.

Employees who are required to be registered with a professional regulatory body in order to practice have a personal responsibility to ensure that their registration is kept up to date at all times. The employee’s failure to maintain this registration will constitute a breach of contract. You can read more about your responsibilities, as well as those of your manager and the trust in the professional registration policy and guidelines.

NMC Revalidation
Since April 2016, all nurses and midwives are required to revalidate to maintain their registration with the Nursing and Midwifery Council (NMC). Revalidation helps nurses and midwives demonstrate that they practise effectively and replaced the Post Registration Education and Practice (PREP) standards. Nurses and midwives revalidate every three years when they renew their place on the register. Revalidation helps encourage a culture of sharing, reflection and improvement amongst nurses and midwives and will be a continuous process that nurses and midwives will have to engage with throughout their career.

Visit www.NMC.org.uk for more information and to register for an account. Having an online account enables you to find out information such as when your revalidation is due, your current registration status as well as pay your annual retention.

GMC Revalidation
Revalidation is the process by which licensed doctors demonstrate to the GMC that they are up to date and fit to practise. ECT’s Responsible Officer (RO) will make a recommendation to the GMC normally every five years about each doctor’s fitness to practise. The cornerstone of the revalidation process is the doctor’s timely participation in annual medical appraisal.

Claiming expenses
You can claim expenses for the costs you incur through your employment such as travel and course feed. Your manager will let you know if this is required in your role, and these expenses will be paid according to the relevant policies. You can find the policy and other information on the intranet.

Parking
The trust is committed to the green travel plan which includes the cycle to work scheme and the use of public transport. However, also appreciates that for some staff, using a car is a necessity. The trust has a Parking Policy which sets out all the terms and conditions staff must adhere to when parking on the trust’s sites. Staff are required to apply for parking permits to park at the Macclesfield site and this permit is
charged on a sliding scale according to pay band - please see the intranet for detail of these charges and how to apply for a permit. If you take part in the car sharing scheme you are guaranteed a parking space at Macclesfield. Please email ecn-tr.carparking@nhs.net for further details.

The trust uses an external contractor called ParkingEye to manage parking at the Macclesfield Hospital site, who will issue what are known as ‘parking charge notices’ (often referred to as fines) to motorists who appear to have breached terms and conditions of parking. All appeals will be dealt with fairly and thoroughly through a process set out by the trust, and parking charge notices may be cancelled in appropriate circumstances.

Staff Restaurant
Treetops Restaurant can be found on the top floor of the Macclesfield site; offering hot and cold meals, snacks and beverages. There is also a Café Qualita adjacent to the restaurant serving Costa coffee, iced drinks and free wi-fi for customers. Opening times are as follows:

7.30am to 2pm for Treetops Restaurant (seven days per week)
7.30am to 4pm for Café Qualita (Mon - Fri)

Staff Bank
Our Central Staffing team (Nurse Bank) provides a 7 day service which enables wards and departments to arrange temporary (bank) cover across the trust on a daily basis. We currently have over 200 active staff working for us. Bank working is a great opportunity to gain valuable experience in different wards or teams. All bank staff are provided with full training, weekly pay and a uniform is supplied. Internal staff can join our bank by completing the internal form available from Nursebank, which is situated on the corridor on the way to the staff restaurant. If friends and family are interested in joining we advertise our jobs monthly via NHS jobs website (search for East Cheshire NHS Trust). The department is open for bookings 6.30am until 8.30pm every day and you will always receive a warm welcome. Central Staffing may be contacted on 01625 661251.

Medical Staffing
The Medical Staffing team is responsible for providing a confidential, efficient and effective administrative service for the management of Medical Staff across the trust. The team manage temporary medical staff requirements through an in-house medical bank covering all specialities and grades. If you are interested you can join the medical bank, where you will have the opportunity to work on an as and when basis, with flexibility that fits around your other commitments. We also offer:

- Competitive and weekly pay
- Holiday pay
- Electronic booking system

For more information please call Medical Staffing on 01625 661962 or email ecn-tr.MedicalStaffing@nhs.net
Electronic Rostering
The trust operates an electronic rostering (eRostering) system supplied by Allocate Software, ensuring our workforce has access to the right systems and processes, to meet the needs of patients both now and in the future. There are 3 modules currently used by the trust:

- **HealthRoster** is used by roster managers, ward sisters and the Medical Staffing team to manage shifts in clinical areas, for both nursing & care and doctors
- **Bankstaff** is used by the Central Staffing and Medical Staffing Teams to manage and book unfilled shifts from clinical areas with bank staff and substantive staff covering additional duties
- **EmployeeOnLine** (EOL) is available to all eRostered substantive and bank staff, either via a trust desktop or laptop, or any mobile devices. It is used to view and manage rosters, request leave and direct booking of bank shifts

Further guidance can be found on HR Direct or by contacting the eRostering team on 01625 661336.

Clinical Management Systems
If you need to use specific clinical management systems to perform your role, your access should have been arranged prior to your start date. Log-ins and passwords are provided to you as part of your induction programme and your manager will cover this in your local induction and support you to arrange any training you require. If you are unsure about any aspect of this please speak to your manager in the first instance. There are over 100 clinical management systems in place at the trust, however these are a few of the common systems we use:
<table>
<thead>
<tr>
<th>Name of system</th>
<th>Brief Description</th>
<th>Icon</th>
<th>Who to contact if there are issues, training required or account queries</th>
</tr>
</thead>
</table>
| Extramed             | A&E patient flow and bed management system for wards                             | ![Extramed Icon](image1) | Keith Browning ext 3105  
Mike Moores ext 3462                                                   |
| Patient Centre       | Used for Radiology Ordering (replacing Clinical Workstation)                     | ![CSC Patient Centre Icon](image2) | Keith Browning ext 3105  
Gary Wood ext 3066  
ecn-tr.PAS Team@nhs.net                                                   |
| PAS (Patient administration System) | Variety of uses including Patient Management, Casenote Tracking and Clinic Management. | ![Pas New Icon](image3) | Gary Wood ext 3066  
ecn-tr.PAS Team@nhs.net                                                   |
| EMIS Web             | EMIS Web is the trust’s main clinical application for staff working in community services. It is also made available for staff across the wider trust to support clinical decision making. | ![EMIS Web Icon](image4) | Ecn-tr.EMIS Team@nhs.net                                                  |
Reporting issues to estates
To report any maintenance issues please call the Estates team on 01625 661616

ECT Bay
Any equipment, furniture and office supplies that are no longer required can be placed on ECT Bay, our recycling hub. This is also a great place to request things that you may need for your workplace. You can make your request via the Communications team on 01625 661184

Leaving the trust
If you wish to end your employment with the trust, you must give the appropriate notice in writing to your line manager as outlined in your contract of employment. You are expected to work the full period of notice, although if your manager agrees this may be reduced in exceptional circumstances. If you are unclear about your notice period, please ask your manager or a member of the HR team.

We encourage all leavers to complete a leavers interview, either face to face with your line manager or through the HR Advisory Service on 01625 656500

We have over 50 meetings in East Cheshire…
Say Yes to your local meeting
text LOCAL + POSTCODE to 62223*
weightwatchers.co.uk
0345 677 7788

‘I absolutely love eating out’
Roxanne lost over 2st**
The following numbers may be subject to change so please refer to the telephone directory on the trust’s intranet if in any doubt.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
<th>Service</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Switchboard</td>
<td>0</td>
<td>Payroll (SBS)</td>
<td>0303 1231144</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>01625 661616</td>
<td>HR Advisory Service</td>
<td>01625 665600</td>
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<tr>
<td>Fire</td>
<td>Bleep 555</td>
<td>Recruitment</td>
<td>01625 665610</td>
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<tr>
<td>Security</td>
<td>01625 661647 / 663816 /</td>
<td>Medical Staffing</td>
<td>01625 661962</td>
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<td></td>
<td>Bleep 7800</td>
<td>Central Staffing</td>
<td>01625 661251</td>
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<tr>
<td>Security Emergency</td>
<td>Bleep 555</td>
<td>Engagement &amp; Wellbeing</td>
<td>01625 665626</td>
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<tr>
<td>Porters</td>
<td>01625 661999</td>
<td>Training Administration</td>
<td>01625 666530</td>
</tr>
<tr>
<td>ICT Services</td>
<td>01625 663131</td>
<td>eRostering Team</td>
<td>01625 661336</td>
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<tr>
<td>Information Governance</td>
<td>01625 663608</td>
<td>Communications</td>
<td>01625 661184</td>
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<tr>
<td>Safeguarding Team</td>
<td>01625 661774</td>
<td>Volunteers</td>
<td>01625 661974</td>
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<tr>
<td>Risk Management</td>
<td>01625 663602 or 661772</td>
<td>Chaplains</td>
<td>01625 421000</td>
</tr>
<tr>
<td>Anti-Fraud Specialist</td>
<td>0151 285 4531</td>
<td>Occupational Health</td>
<td>01625 661895</td>
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<tr>
<td>To bleep someone, dial 8 then</td>
<td></td>
<td>Employee Assistance Programme</td>
<td>0800 107 6147</td>
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<tr>
<td>the bleep number, followed by</td>
<td></td>
<td>(24/7 Help / Advice)</td>
<td></td>
</tr>
<tr>
<td>your own extension number</td>
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This handbook is also available in electronic format and can be accessed on our intranet. To download this handbook to your phone, please log on to www.mystaffhandbook.co.uk.

THE TRUST DOES NOT NECESSARILY ENDORSE OR GUARANTEE THE PRODUCTS OR SERVICES PROVIDED BY THE ADVERTISERS DISPLAYED, BUT WE WOULD LIKE TO THANK THEM FOR THEIR SUPPORT IN THIS PROJECT.

Compiled and Published by Ark (Part of Chapelcroft Ltd)
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Transport Service Solutions
delivering group passenger transport services
for work or leisure

Staff Shuttle Bus services • Contract management • Day trips
Dementia friends • Access for all • Competitive quotes
Interested in going places together?
Call 01270 371428 or visit
www.transportservicesolutions.co.uk

TSS is a Cheshire East Council Company
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