

Handouts, E-learning and References

Clinical Training Team

OUR VALUES



If you speak up
we will act

If you see something,
say something

Everyone in the NHS should feel free to
speak up about a concern with patient
safety, wrong doing or malpractice.

Our Speak Up service is **confidential** and
impartial. We will listen to your concern,
start an investigation, and if action is
needed make sure it takes place.



Speak Up

the impartial whistleblowing service

07785 702 179

hp-tr.speakupshft@nhs.net

- Email us securely at hp-tr.speakupshft@nhs.net
- Call or text between **9.00am** and **5.00pm** Monday to Friday
- Outside those hours leave us a message and a good time to call you back – including a number you would like us to call you on
- No matter how big or small, our confidential and impartial whistleblowing service, **Speak Up**, will listen to your concerns

**IF YOU SEE
SOMETHING**

SAY SOMETHING...

**IF YOU HAVE A CONCERN ABOUT A RISK, WRONG-DOING
OR MALPRACTICE, SPEAK UP FOR A HEALTHY NHS**

We are committed to dealing responsibly, openly and professionally with any genuine concerns

If something at work is troubling you please tell us so we can act:

Speak to your line manager, or if you feel unable to speak to them then your next in line manager, or contact:

- + a senior manager of your choice
- + a Trade Union representative or
- + a Human Resource Advisor
- + a Director or Non-Executive Director of the Trust

Workplace Options

Independent advice is available from the free Employee Assistance Programme, 24 hours a day, 7 days a week Tel: 0800243468 (Freephone)

Email: assistance@workplaceoptions.com

Speak out

Southern Health NHS Foundation Trust believes that every person has a right to a life free from abuse.

If you suspect that a vulnerable adult is being abused or you are being abused yourself, please speak to a member of staff

- You will be listened to and your report of abuse will be taken seriously
- We will work with you to protect you from further harm
- You can get help and support

If you feel unable to speak to a member of staff you can contact your local social services

Hampshire
0300 555 1388

Southampton
023 8083 3003

Portsmouth
023 9268 0810

Oxford
0845 050 7666

Buckinghamshire
0800 137 915

Wiltshire
0300 456 0111

Dorset
013 0522 1016

Isle of Wight
01983 814 980

National
confidential whistle
blowing helpline:
0800 072 4725

Southern Health
NHS Foundation
Trust Patient
Advice Liaison
Service (PALS):
023 8087 4065

What is meant by abuse or harm?

Abuse is anything that hurts or harms another person and might include:

- **Financial abuse:** money, welfare benefits, belongings or property being withheld or stolen by another person
- **Physical abuse:** Hitting, pushing or locking someone in a room
- **Emotional abuse:** Shouting, swearing, bullying, teasing or humiliating someone or threats
- **Neglect:** Ignoring medical or physical care needs
- **Sexual abuse:** Being made to do things of a sexual nature against someone's will
- **Discrimination:** Comments or jokes about a person's disability, age, race or sexual orientation

Who might abuse?

Anybody can abuse including:

- family, friends or neighbours
- carers or volunteers
- doctors, nurses, support workers or other professional people
- strangers, e.g. traders, callers on the telephone or at the door.

Getting help and support

If anyone has been seriously injured or is in danger, dial **999**.

If you think a crime may have been committed, contact the police by dialling **101**.

Otherwise you can speak to health staff or contact your local adult social services team. They will provide immediate guidance.

All reported concerns will be taken seriously.

OUR VALUES



Patients & people first



Partnership



Respect

Triangle of Care & our Trust's commitment to carers

Trust Carers Principles

We will recognise and respond to your own needs as a family member, carer or young carer

We will recognise your expertise, knowledge and important role that you play

We will welcome your involvement in the care of your family member/friend

We will value your involvement in the development of our services



Triangle of Care accreditation to improve support and engagement of carers

- Carers Leads in all teams as advocates/champions
- Carers Booklets & other resources/signposting/advise for carers
- Carers Communication Plans



Confidentiality & consent to share applies:

Even if no consent to share with families, friends or carers, we can still offer general information, signposting and support – we can still listen

For more information: <https://www.southernhealth.nhs.uk/patients-and-carers/carers-friends-and-family/> (public webpages)

<https://intranet.southernhealth.nhs.uk/our-services/corporate/public-and-patient-engagement/carers-friends-and-family/> (staff intranet)

Or contact: carer.involvement@southernhealth.nhs.uk

Take the Challenge



- **The National Numeracy Challenge** is a free online tool designed to support you in working towards having the Essentials of Numeracy
- **Functional Skills** are the fundamental ENGLISH, MATHS and ICT skills that people need for their working and personal lives.
- People can study for the qualifications in practical ways and apply core skills to real-life situations.

<https://lp.nnchallenge.org.uk/southern>

Leadership, Education and Development (LEAD) - NHS Southern Health NHS Foundation Trust

OUR VALUES: Patients & people first, Partnership, Respect

Leadership, Education and Development

LEAD Help Hub
Frequently Asked Questions

Question about LEAD? Click here before contacting us

Tweets by SHFT_LeadOnline
Follow @SHFT_LeadOnline

LEAD Online is here to support you to fulfil your professional development aspirations. We want to help you achieve your career goals and ambitions.

Click on the login button below to start your learning journey

Login

Navigation menu (left): All about me, Leadership, Education and Development (LEAD), COVID-19 Upskilling, Help Hub, News, Essential Training, Resuscitation Services, Learning Online, Training Charter, COVID-19: How are we making training safe for our delegates?, Supporting Staff with Learning Differences, Student Placements, Preceptorship, Lifelong Learning & Personal Development, Library Service, Training Information



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Notification: NHS.net email change [View]

Courses

Search for a course

My Development Plan

Reports

My Training

Mrs Hannah Martin

Southern Health NHS Foundation Trust (CP)

View my diary
Change password

My Task List

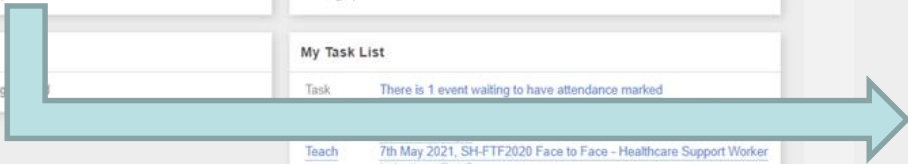
Task: There is 1 event waiting to have attendance marked

Teach	7th May 2021, SH-FTF2020 Face to Face - Healthcare Support Worker Induction - Day 3
Teach	20th May 2021, SH-FTF2019 Face to Face - Healthcare Support Worker Induction - Day 2
Teach	21st May 2021, SH-FTF2020 Face to Face - Healthcare Support Worker Induction - Day 3
Teach	10th June 2021, SH-FTF2019 Face to Face - Healthcare Support Worker Induction - Day 2

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Internal or 3rd Party

Clinical	eAssessment	CPD	Conference	eAssessments
eLearning	Essentials	18 courses	11 courses	32 courses
eVideo	External	eLearning	eLearning Clinical	eLearning EPR/ IT/ Systems
Health	Leadership	58 courses	6 courses	65 courses
Management	Mental	eVerification	eVideos	External CPD
OpenRio	Physical	25 courses	35 courses	2 courses
Programme	Training	External eLearning	Face to Face Clinical Training	Face to Face Course
Virtual		17 courses	105 courses	74 courses
		Face to Face EPR/ IT/ Systems	LBRI/ CPD	Mentorship/ Revalidation
		18 courses	43 courses	1 course
		OpenRio SMART Launch Pad	People Development	Quality Improvement Courses



clinicalskillshub.southernhealth.nhs.uk

The screenshot shows the Clinical Skills Hub website. At the top, there is a navigation bar with links for Home, Assessment, Care Planning, Intervention, and Evaluation. A search bar is located on the right side of the navigation bar. Below the navigation bar, the main heading is "CLINICAL SKILLS HUB". There are four main content columns labeled A, B, C, and D. Each column has a title and a description, followed by a list of sub-topics. Column A is titled "Assessment" and includes sub-topics like Assessment, Communication, Long Term Conditions, Mental Health, Learning Disability, Children's Services, and Allied Health Professionals. Column B is titled "Care Planning" and includes sub-topics like Care Programme Approach, Individualised End of Life Care Plan, Personalised Care Planning, Record Keeping, and Wellness Recovery Action Plan. Column C is titled "Intervention" and includes sub-topics like Administration of Medicines, End of Life Care, Health Promotion, Infection Prevention, Phlebotomy, Physical Care, Psychological Care, and Wound Management. Column D is titled "Evaluation" and includes sub-topics like Clinical Audit, Clinical Outcomes, Clinical Quality, and Clinical Supervision.

Home Assessment Care Planning Intervention Evaluation

Enter keywords...

CLINICAL SKILLS HUB

A
Assessment:
Assessment skills to support care planning & management of care

- 1 Assessment
- 2 Communication
- 3 Long Term Conditions
- 4 Mental Health
- 5 Learning Disability
- 6 Children's Services
- 7 Allied Health Professionals

B
Care Planning:
Care planning following assessment of individual needs

- 1 Care Programme Approach
- 2 Individualised End of Life Care Plan
- 3 Personalised Care Planning
- 4 Record Keeping
- 5 Wellness Recovery Action Plan

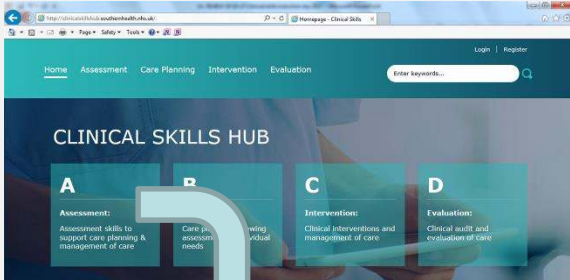
C
Intervention:
Clinical interventions and management of care

- 1 Administration of Medicines
- 2 End of Life Care
- 3 Health Promotion
- 4 Infection Prevention
- 5 Phlebotomy
- 6 Physical Care
- 7 Psychological Care
- 8 Wound Management

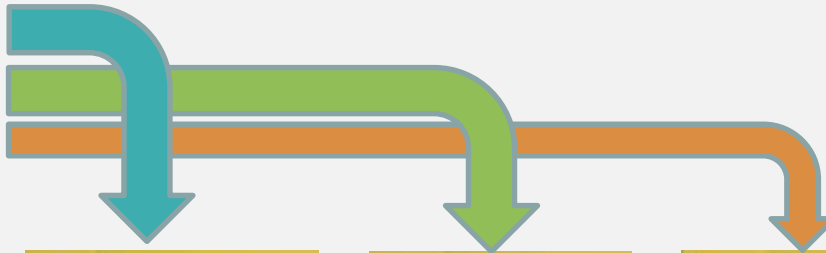
D
Evaluation:
Clinical audit and evaluation of care

- 1 Clinical Audit
- 2 Clinical Outcomes
- 3 Clinical Quality
- 4 Clinical Supervision

Search by Keywords



- 1 Assessment >
- 2 Communication >
- 3 Long Term Conditions >
- 4 Mental Health >
- 5 Learning Disability >
- 6 Children's Services >
- 7 Allied Health Professionals >



- Cardiovascular Conditions >
- Dementia >
- End of Life Care >
- Musculoskeletal Conditions >
- Neurological Conditions >
- Respiratory Conditions >

- Anxiety >
- Bipolar Disorder >
- Borderline Personality Disorder >
- Dementia >
- Depression >
- Eating Disorders >
- ECT >
- Schizophrenia >
- Substance Misuse >

- Autism >
- Challenging Behaviour >
- Complex Health and Physical Disability >
- Dementia >
- Epilepsy >
- Forensic >
- Health Facilitation >
- Mental Health >

Training Courses

- **Deteriorating Patient** face to face , full day
- **Holistic Assessment and Care** face to face , full day
- **Pressure Ulcer Prevention** face to face, half day
- **Dementia level 1** everyone involved in care should do this.
- **Physical Health Assessment and Monitoring;** Physical
Observations e –video then face to face full day
- **Triangle of Care** face to face 2.5 hrs

E-Learning

- Recognising and responding to the deteriorating patient
– SH-EV1703
- Slips trips and falls - SH-EA1707
- Equality and Diversity - SH-ELM1803
- Safeguarding Children and Adults – Level 1 and Basic
Prevent Awareness - SH-ELM1915
- Health and Safety – SH-ELM1916
- Think Sepsis – SH-EXEL1701
- Triangle of care – SH-VT2080

E Learning Links

- <https://www.enterprisestudy.com/View.aspx?p=97743&zz=50884455&c=299922&courseid=299922> NEWS 2
- <https://www.enterprisestudy.com/View.aspx?p=97743&zz=50884455&c=303633&courseid=303633> eLearning - OpenRiO Inpatient Management for Physical Health
- <https://www.enterprisestudy.com/View.aspx?p=97743&zz=50884455&c=273160&courseid=273160> eLearning - Look Out For Health (Older Adults
- <http://clinicalskillshub.southernhealth.nhs.uk/> this is for the clinical skills hub access

E Video Links

- <https://www.enterprisestudy.com/Video/Play.aspx?vc=192&pid=4536378> new tympanic temperature taking
- <https://www.enterprisestudy.com/Video/Play.aspx?vc=193&pid=4536378> radial and apex pulse
- <https://www.enterprisestudy.com/Video/Play.aspx?vc=194&pid=4536378> blood pressure lying and standing
- <https://www.enterprisestudy.com/Video/Play.aspx?vc=195&pid=4536378> pulse and resp rate
- <https://www.enterprisestudy.com/Video/Play.aspx?vc=196&pid=4536378> o2 sats finger probe
- <https://www.enterprisestudy.com/Video/Play.aspx?vc=355&pid=4536378> neurological observations
- <https://www.enterprisestudy.com/View.aspx?p=97743&zz=17805620&c=167045&courseid=167045> E video physical health
- Clinical Record Keeping e-video on MLE (SH-EV1402)

Related policies

- Clinical [Supervision Policy](#) SH CP 221
- [Physical Assessment and Monitoring Policy](#) SH CP 43
- [Physical Assessment and Monitoring Procedure for Integrated Community Services](#) SH CP 44
- [Physical Assessment and Monitoring Procedure for Mental Health and Learning Disability Services](#) SH CP 45
- [AMH Care Planning SOP - Care Planning Collaboratively](#)
SH CP 172

- Procedure for Managing Slips, Trips and Falls in Patients / Service Users in Southern Health NHS Foundation Trust COMMUNITY and SOCIAL CARE Settings SH CP 26
- Clinical Record Keeping Policy SH IG 01
- Electronic Patient Record Policy SH IG 23
- Consent for Examination or Treatment Policy SH CP 16
- <https://www.youtube.com/watch?v=f6HtqolhKqo> this is the link to the korotkoff sounds played during session

- Physical health monitoring guideline for medicines commonly prescribed in mental health SH CP 149
- Procedure for Managing Slips, Trips and Falls in Patients / Service Users in Southern Health NHS Foundation Trust COMMUNITY and SOCIAL CARE Settings SH CP 26
- Standard Precautions Procedure SH CP 19
- Aseptic Technique and Clean Technique Procedure SH CP 13
- Care Planning Policy SH CP 82
- Consent for Examination or Treatment Policy SH CP 16

Resources

- <https://www.southernhealth.nhs.uk/services/learning-disabilities/useful-information/health-information/>
- www.easyhealth.org.uk
- <http://www.do2learn.com/adult/index.htm>
- www.surreyhealthaction.org
- www.macmillan.org.uk/Cancerinformation/Otherformats/Easyread/
- <http://www.intellectualdisability.info/>
- http://www.devon.gov.uk/nhsenglandsouth_pmlD_version2.pdf
- www.seeability.org
- www.improvinghealthandlives.org.uk
- www.bild.org.uk
- <http://www.autism.org.uk/working-with.aspx>
- www.apictureofhealth.southwest.nhs.uk
- <http://www.learningdisabilitymadeclear.nhs.uk/>

References

- <https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate.aspx> Care Certificate
- <https://www.nhs.uk/news/medical-practice/winterbourne-view-failures-lead-to-care-system-review/> Winterbourne View
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/213215/final-report.pdf Transforming Care
- <https://www.bbc.co.uk/news/health-48367071> Whorlton Hall
- <https://www.southernhealth.nhs.uk/patients-and-carers/carers-friends-and-family/triangle-of-care/>
- <https://intranet.southernhealth.nhs.uk/our-services/corporate/public-and-patient-engagement/carers-friends-and-family/> (staff intranet)
- carer.involvement@southernhealth.nhs.uk

■ www.carers.org/

- Caroline Walker Trust - www.cwt.org.uk
- British Association Parenteral and Enteral Nutrition (BAPEN) Malnutrition Universal Screening Tool (MUST) 2003 - www.bapen.org.uk
- National Institute for Health and Care Excellence (NICE) CG32 2006 - www.dh.gov.uk
- Malnutrition Matters 2010 www.bapen.org.uk/pdfs/toolkit-for-commissioners.pdf
- Royal College of Nursing (RCN) Nutrition Now - www.rcn.org.uk
- Age Concern Hungry to be Heard 2006
- www.ageuk.org.uk/get-involved/campaign/malnutrition-in-hospital-hungry-to-be-heard
- www.anglianwater.co.uk
- [The Eatwell Guide - NHS \(www.nhs.uk\)](http://www.nhs.uk)

- National Patient Safety Agency (NPSA) 10 key characteristics of malnutrition 2009 (www.nrls.npsa.nhs.uk/resources/?entryid45=59865)
- Food Standards Agency
- Essence of Care 2010
- (www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_119969)
- <http://malnutritionpathway.co.uk>
- Dignity in Care - www.scie.org.uk
- British Dietetic Association www.bda.uk.com
- www.nutrition.org.uk
- Malnutrition Task Force 2013 Prevention and Early
- Intervention of Malnutrition in Later Life. www.malnutritiontaskforce.org.uk

- <http://www.nice.org.uk/guidance/cg127/chapter/1-guidance>
- SHFT Physical assessment and monitoring policy
- SHFT Physical assessment and monitoring procedure for integrated community services
- SHFT Physical assessment and monitoring procedure for mental health and learning disability services
- Health Technology Hazards for 2015 – www.ecri.org
- Dougherty.L., Lister.S., (eds) (2011) *The Royal Marsden Manual of clinical procedures* 8th edition. Wiley-Blackwell
- **Lip G** (1993) *ABC of Atrial Fibrillation*. London: BMJ Publishing Group
- Royal Marsden Manual of Clinical Nursing Procedures e-book -
<http://search.ebscohost.com/login.aspx?authtype=ip,athens&direct=true&scope=site&db=nlebk&db=nlabk&AN=963811>

- Royal Marsden Manual of Clinical Nursing Procedures e-book -
[http://search.ebscohost.com/login.aspx?authtype=ip,athens&direct=true
&scope=site&db=nlebk&db=nlabk&AN=963811](http://search.ebscohost.com/login.aspx?authtype=ip,athens&direct=true&scope=site&db=nlebk&db=nlabk&AN=963811)
- <http://www.nice.org.uk/guidance/cg127/chapter/1-guidance>
- Health Technology Hazards for 2015 – www.ecri.org
- Dougherty.L., Lister.S., (eds) (2011) The Royal Marsden Manual of clinical procedures 8th edition. Wiley-Blackwell
- **Lip G** (1993) *ABC of Atrial Fibrillation*. London: BMJ Publishing Group