

Livewell Southwest

Work Experience Placements Protocol

Version No. 1

Notice to staff using a paper copy of this guidance.

The policies and procedures page of the Livewell Southwest intranet holds the most recent version of this document and staff must ensure that they are using the most recent guidance.

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1	New Protocol	March 2016	Pathways to Employment Manager	New Protocol

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Work Experience Protocol

1. Introduction

- 1.1 For anyone who is thinking about a career in one of the healthcare professions, work experience offers the chance to see what the job is really like. The starting point is to increase awareness about how many different roles there are. Work experience is one way in which we can do this.
- 1.2 It may confirm their career choice, or open their eyes to other options that they had not considered. A record of work experience will be an advantage when they come to apply for jobs or higher education courses. Because of what they already know, it also means they are less likely to drop out of the course they enter. For people who have no particular career in mind, work experience in a health and social care environment offers the opportunity to choose from a wide variety of jobs, across the whole range of interest and academic ability. It will teach them about teamwork, and help to develop a range of skills linked to their own personal development. They will have the chance to develop key functional skills within the context of work-based learning.
- 1.3 Individuals on work placements will be supervised at all times. That is, they will be working alongside an allocated supervisor for the duration of their placement and will not be allocated work independently. The individual and their supervisor will complete and sign a Visitor's Declaration on the first day of the placement which will last for the duration of their placement.
- 1.4 Individuals over the age of 18 can undertake work experience placements, in accordance with the Visitor's Declaration guidance.

2. Purpose

- 2.1 The purpose of this protocol is to ensure that the organisation deals with requests for work experience in a way that is consistent and fair, whilst ensuring that the appropriate documents have been completed. Relevant documents are attached and can be found in *Appendices A-C*.

3. Duties and Responsibilities

- 3.1 The **Chief Executive** is ultimately responsible for the content of all policies, implementation and review.
- 3.2 **Human Resources** – Responsible for ensuring that this protocol is reviewed and updated.
- 3.3 **Locality Managers and Deputy Locality Managers** – Responsible for the implementing and monitoring of protocol within their respective area.

- 3.4 Team leaders (Managers)** – Responsible for following the process described in this protocol to ensure that placement opportunities are identified when requested by HR. They will ensure that the appropriate paperwork is completed for each work experience request including Risk Assessments. They should ensure that all work experience placements are supervised at all times.
- 3.5 The Pathways to Employment Manager (HR)** – Is the first point of contact for all work experience requests and is responsible for coordinating, monitoring and reporting on all work experience undertaken within Livewell Southwest. They will also be the point of contact between Livewell Southwest and Education Business Partnership – South West (EBP SW). They will consult with the Recruitment Manager in cases where necessary.
- 3.6 The Professional Development Training Practice Lead / Placement Manager** – Will regularly liaise with the Pathways to Employment Manager and relevant others, to ensure that placements are allocated evenly across the service areas, with as little overlap as possible.
- 3.7 The Placement Supervisor** – Is responsible for supervising the individual for the duration of the placement and for ensuring that learning objectives are met, as far as possible. They should ensure that the risk assessment and placement description undertaken by the manager is adhered to at all times. At the end of the placement they should arrange for the completion of the Student Evaluation and the Supervisors Report.
- 4. Pathway 1 (Approximately 20 x Year 10 Placements per year)**
- 4.1 Requests for work experience via Education Business Partnership South West (EBP SW)**
- 4.1.1 EBP SW manages a database on behalf of local schools and colleges, detailing the types of placements offered by participating local employers. This can be viewed by individuals in order to arrange a suitable work experience placement.
- 4.1.2 The information on the database includes descriptions of the placements, details of the Health and Safety Risk Assessments and contact details of the employer work experience contacts.
- 4.1.3 EBP SW regularly undertakes thorough checks of risk assessments and compliance with Health and Safety legislation for each type of placement in each location.
- 4.2** The process, on an annual basis (usually September to August), is as follows:-
- 4.2.1 HR will ask managers to provide an opportunity within their area for a Year 10 work experience placement of one week in duration. This information will be forwarded to the Pathways to Employment Manager to collate.

- 4.2.2 HR will then forward the collated information to EBP SW to add to their work experience placement database.
- 4.2.3 All requests from the school individuals will be signposted to the EBP SW work experience placement database. Individuals will apply for placements via their school to the central Livewell Southwest Work Experience mailbox.
- 4.2.4 A HR representative will forward the applications to the manager to select their preferred applicant, for the placement opportunity. They will have the option to meet the applicant, if they wish.
- 4.2.5 A representative (Work Experience Liaison Officer) from EBP SW will meet with the organisation to undertake a Health and Safety / Duty of Care risk assessment.
- 4.2.6 EBP SW and the school will arrange for individuals to receive the relevant paperwork for the placement. This will include a Work Placement form (placement details), a Work Experience Placement Assessment Record (Letter of Understanding), a Health Declaration (completed by parent or guardian) and a Placement Information form.
- 4.2.7 HR will ensure that the supervising manager completes a Young Person's Risk Assessment and has a copy of Livewell Southwest's Visitor's Declaration form to complete on the individuals first day.

5. Pathway 2 (2 intakes per year - January & July)

5.1 Other requests for work experience (Visitor's Declaration)

- 5.1.1 People request to undertake work experience placements independently, whilst still at school or college; where their school is not involved with EBP SW or where they are not attached to a school or educational establishment.
- 5.1.2 The request for a placement may come from other sources throughout the year. In these circumstances, the process is as follows:
 - a. The person will be signposted to the Work Experience webpage which gives information about when they can apply for a placement **<http://www.livewellsouthwest.co.uk/working-with-us/other-opportunities/>**
 - b. Each year, during January and July, applicants can download an application form and send it to the Work Experience mailbox.
 - c. A HR representative will sort the application forms into categories and the information will be compiled onto a spreadsheet detailing dates, reason and length of each placement request. This will be forwarded to the Locality Managers to cascade to their teams.

- d. If a manager agrees that they can accommodate an individual on the dates requested, they will be sent the relevant paperwork to complete. This will include the risk assessment and placement description.
- e. When the risk form has been completed by the organisation representative, the individual (under 18's) will be sent a copy of this, which will be reviewed and signed by a parent or guardian before returning to HR. All individuals will receive a letter of confirmation and a 'Placement Information Pack'
- f. The manager will be copied into the confirmation letter and will be sent a Visitor's Declaration document to be completed on the first day of the placement.
- g. Evaluation reports by individuals and placement supervisor form an important part of the work experience programme. Following the placement, the individual is required to complete an 'Evaluation form' and the placement supervisor is required to complete a 'Supervisors' report'. Both of these documents can be found in the 'Work Experience Placement Information' pack and should be returned to HR.

Please note: Any other requests which do not meet the Visitor's Declaration criteria will be dealt with on an individual basis and should be referred to HR who, in consultation with the Recruitment manager, will decide which process might be applicable.

6 Pathway 3 (Health and Social Care students Level 3 - Kingfisher Ward)

- 6.1 Health and Social Care L3 students require clinical experience (one week block). The nature of the placement means that although the same levels of supervision apply, the individual is undertaking a slightly more 'hands on' role than would normally be expected of a work experience 'observational' placement.
- 6.2 In this case, the individual would be asked to complete a Health and Social Care L3 Placement application form, but in addition would be asked to supply details of two referees and to produce the original copy of their DBS certificate, as issued by the college at the start of their course, within the last 12 months.

7 Other Requests

- 7.1 Other 'ad hoc' requests from individuals which fall outside of the above framework, will only be accepted where a Livewell Southwest Manager has already agreed to offer a placement.

8. Work Experience Placement Guidance

8.1 The person accepting someone for a work experience placement will be responsible for ensuring the individual (and their parent/guardian if under 18) are adequately warned about the risks to them within a clinical environment and are aware of the potential hazards prior to starting, in line with 'The Management of Health and Safety at Work Regulation 10'.

8.2 Work experience placement individuals must not:

- engage in work activities that involve manual handling,
- work more than eight hours in any one day
- or have less than two rest days in any one week

8.3 People under the age of 18 must not:

- work outside of the hours 08.30 – 17.30
- or have less than a 30 minute break every four and a half hours

Refer to the Working Time Regulations Policy

8.4 Individuals who are under the age of 18 are not permitted to undertake work experience placements within mental health in patient units. (See Point 8.5 below).

8.5 Livewell Southwest arranges an annual Mental Health Awareness event, which is aimed at school individuals who are under the age of 18 and therefore are unable to undertake work experience placements within our Mental Health Services.

8.6 Individuals aged 16 years and above, may accompany suitably qualified staff, i.e. Psychiatrists, Community Mental Health Nurses, etc., to Mental Health out-patient clinics where the appropriate risk assessments have been completed and where there is deemed to be low risk. It would not be appropriate for under 18's to go into Mental Health patient's homes with Community Mental Health Teams or into Mental Health Inpatient Units.

8.7 Individuals aged 16 years and above may accompany suitably qualified staff i.e. Psychiatrists, Community Learning Disability Nurses, etc. to Learning Disability out-patient clinics and patient homes, where the appropriate risk assessments have been completed and where there is deemed to be low risk.

8.8 Individuals who are under the age of 16 are not permitted to undertake work experience placements within any clinical area, but may undertake non clinical i.e. admin related placements during their Year 10 work experience week.

9. Incident Reporting

9.1 Any incidents involving a work experience placement must be reported in accordance with Livewell Southwest Incident Reporting Policy and to the educational establishment.

10. List of Templates for Work Experience

10.1 The following templates are available on the Work Experience Intranet webpage:

- WEX Template 1 Application Form Pathway 1 (Year 10 WEX)
- WEX Template 2 Application Form Pathway 2 (Other WEX)
- WEX Template 3 Application Form Pathway 3 (Health & Social Care only)
- WEX Template 4 Young Person's Risk Assessment
- WEX Template 5 Observational Placement Information
- WEX Template 6 Visitor's Declaration Form
- WEX Template 7 Form 2 & 3

11. Training Implications

Training will be provided to managers, as required, on their duties in relation to this policy.

12. Monitoring Compliance

12.1 This document will be reviewed every three-years or earlier if required, e.g. due to legislation changes.

12.2 The HR Department will be responsible for monitoring the effectiveness of this Policy in conjunction with managers and Trade Union partners.

All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.

The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.

The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.

Signed: Deputy Heads of HR

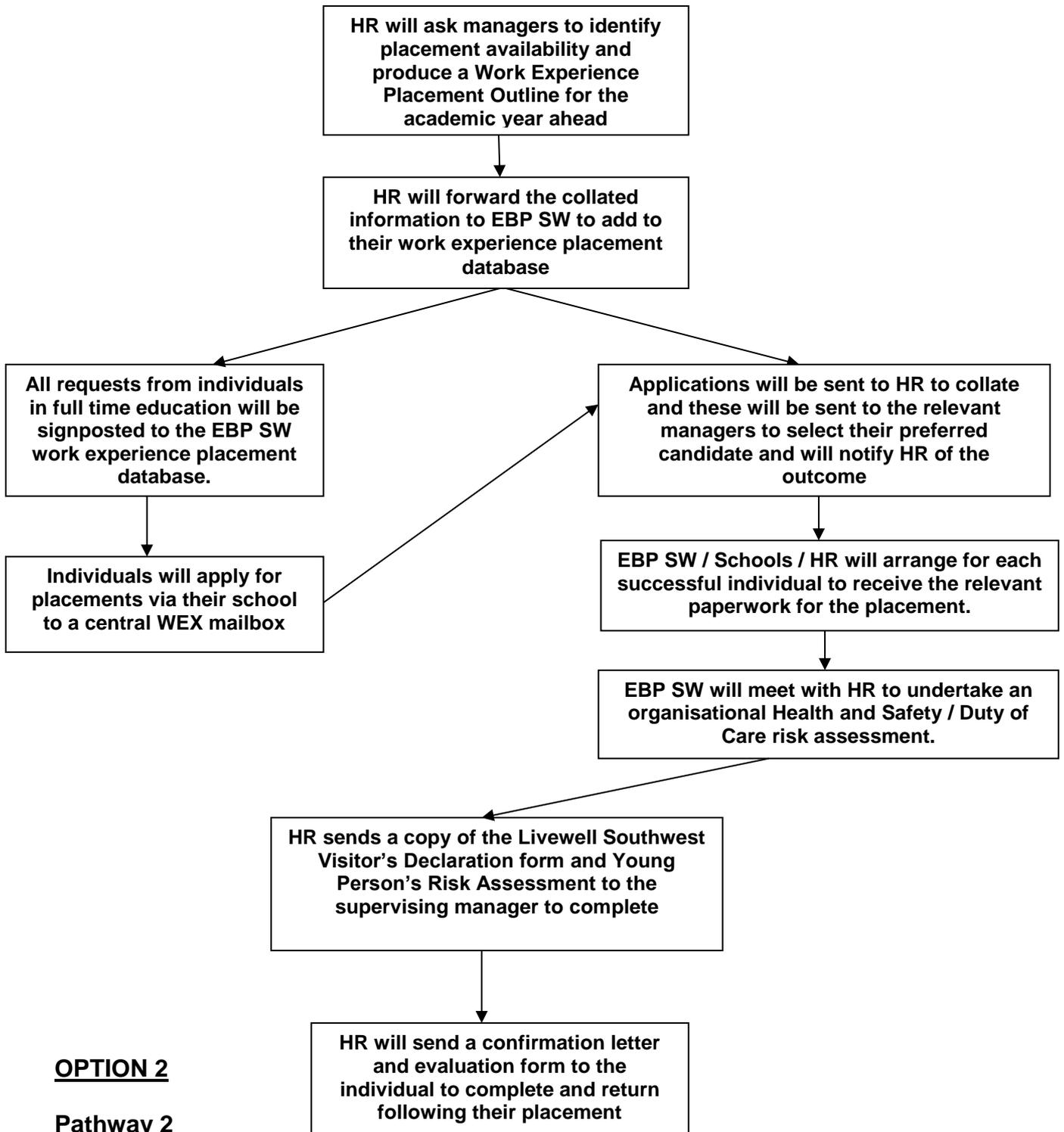
Date: 23 March 2016

Appendix A

Work Experience Application Flowchart

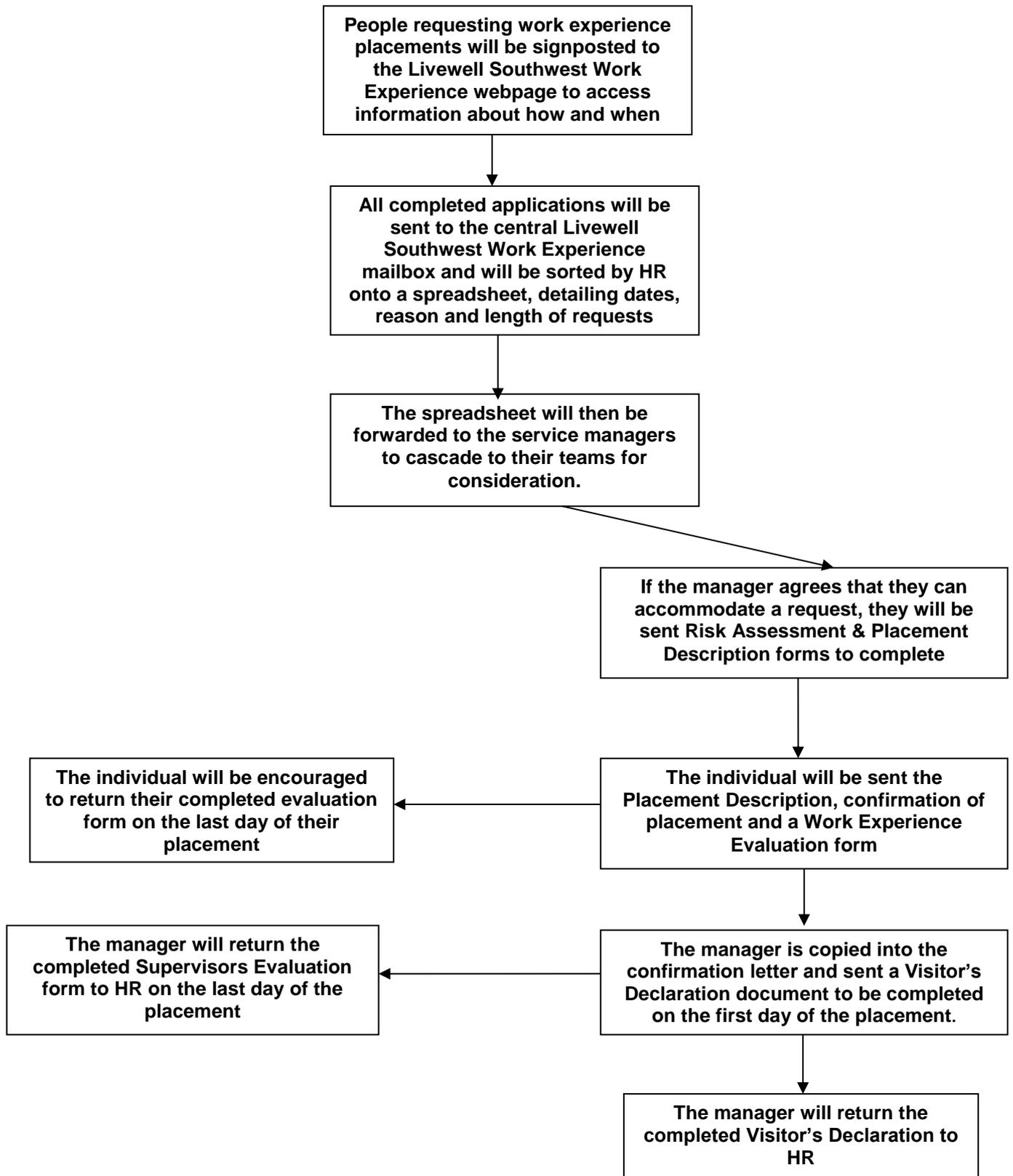
Pathway 1

Requests for work experience via Education Business Partnership South West (EBP SW)
Year 10 Work Experience Programme



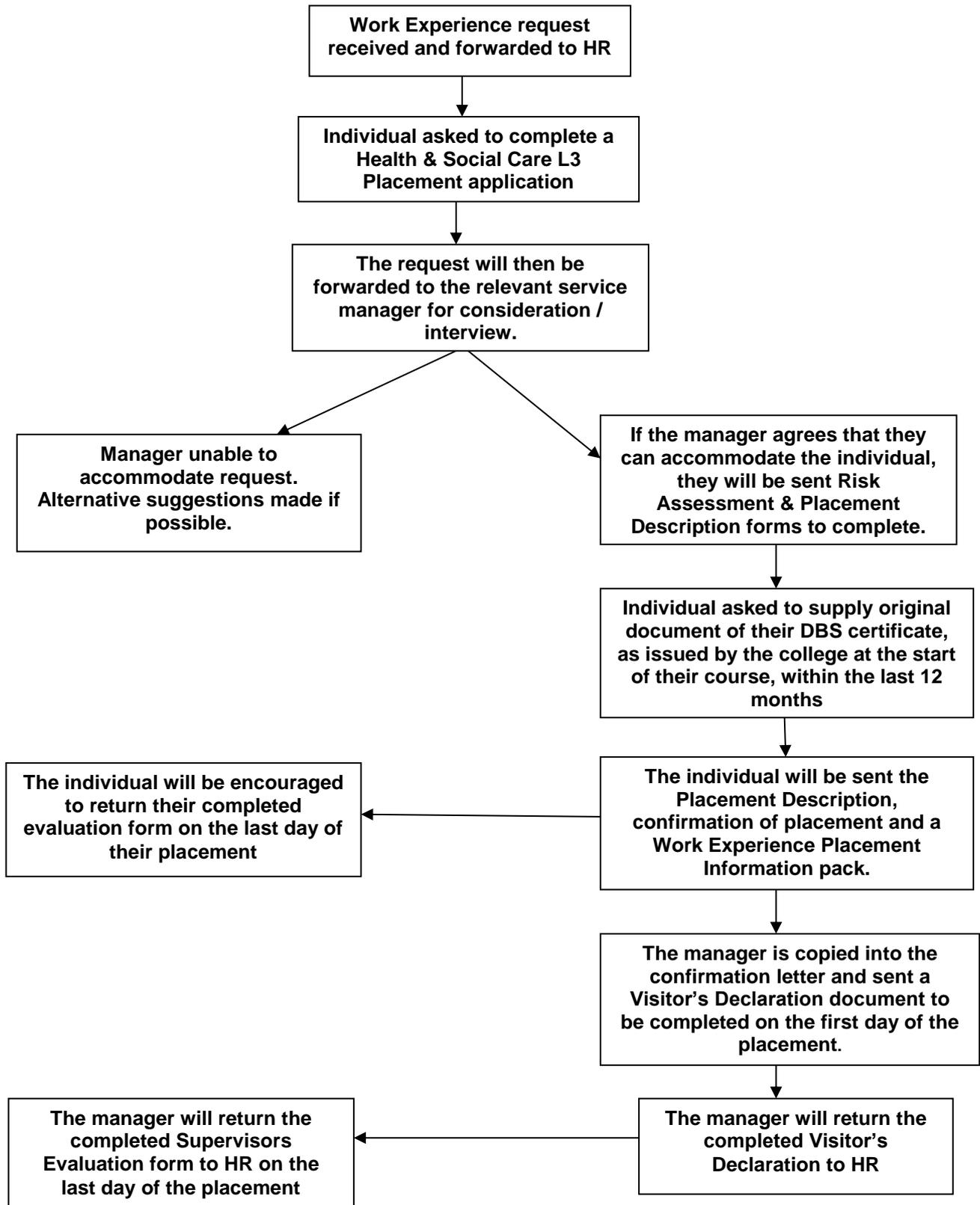
Pathway 2

Other requests for work experience (Visitor's Declaration)



Pathway 3

Health & Social Care Requests (Kingfisher Ward)



Appendix B

Suggested Tasks

Overview

Most staff groups can support work experience placements. These are some suggestions. Your department may have other professions they deal with that could be approached.

Clinical:

- Assist with bed making
- Watch observation taking
- Observe completion of fluid chart
- Assist with menus
- Talk to patients
- Observe drug round
- Observe simple dressings with patient's consent
- Observe handover
- Attend team meeting
- Attend ward round with patient's consent
- Observe the nurse discharging the patient, with the patient's consent
- Obtain results from the computer under supervision

It is the responsibility of the person responsible for the clinical care of each patient to determine the extent of a young person's participation, taking into account the findings of the risk assessment and the relevant clinical protocols. You must also ensure that the consent of the patient is sought before the young person is allowed to be present and/or participate. Where consent is not given or available, the young person must be excluded from the activity/area

Non Clinical / Admin:

- Talk to staff and find out what job involves
- Answer the phone
- Assist with filing
- Input data on computer with supervision
- Photocopying
- Shredding
- Attend meetings
- Archiving

Example 'non clinical' Placement Options

- Finance
- Estates
- Hotel Services
- IT
- HR
- Professional Training & Development
- Communications Team
- Wellbeing Team

Appendix C

Overview of Expectations and Checks

	Work Experience Placement / Year 10 / under 18's / Over 18's	Volunteer	Honorary Contract
DBS	N	Dependent on role	Dependent on role
OH	Y	Y	Y
Workplace Risk Assessment	Y	Y	Y
Placement Description	Y	Y	Y
Visitors Declaration Form	Y	N	N
Corporate Induction	N	Y	Y
Local Induction	Y	Y	Y
Essential Training	N	Dependent on role	Dependent on role
IT Access / RA01	N	Dependent on role	Dependent on role
Smart Card	N	Dependent on role	Dependent on role
ID Badge	N	Y	Y
Honorary Contract	N	N	Y
Code of Practice	N	N	Dependent on role
PIN	N	N	Dependent on role