



# Employee Handbook

Your Guide to Cheswold Park Hospital

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# Getting The Most From Your Employee Handbook

To be the best hospital for the patients we serve, our staff and other stakeholders, we need Cheswold Park Hospital to be a great place to work. We want you to have opportunities to develop your skills and use your talents to make a real difference for our patients & families. This Employee Handbook along with our policies and your Cheswold Park Hospital Main Terms and Conditions (which may also be referred to as your contract of employment) is your essential guide to being part of the hospital team.

Whether you're new to Cheswold Park Hospital or have been with us for some time it's important you read and understand this Handbook and refer to it when you need to throughout your career with us.

From time to time it might be necessary for us to change some of the details contained in this Handbook to reflect changes in company policy or to comply with new legislation, so it's important you always refer to the most current and up to date policies and Handbook. You'll find these on our QMS system

The Handbook is in two parts; Part One provides an overview of the key things you need to know about working for us in relation to our hospital. This includes

our people policies, your terms and conditions, your reward and benefits, looking after your health, safety and wellbeing and the development opportunities and support for your career that we provide.

We set these out in four sections:

- Welcoming You
- Developing You
- Rewarding You
- Supporting You - Our People Policies

The second part of the Handbook is about:

- Protecting You & Our Patients

The second part of the Handbook is about looking after you and our patients and covers the range of regulatory, legal and ethical requirements we all need to follow to make sure we do the right things all of the time.



# A Message From Our CEO

Dear Colleague,

Thank you for choosing Cheswold Park Hospital to further your career.

I hope you'll find it a positive working experience, where you'll be able to grow and achieve your career goals.

I would also like to wish you every success during your employment with us, whether you have recently joined Cheswold Park or you're an existing employee. This Employee Handbook is designed to introduce you to the hospital and to be of continuing support to you during your career with us.

Together with your offer letter and your contract of employment, this Handbook sets out additional terms and conditions, and provides guidance on some of the main rewards and benefits you may want to take advantage of. It also lets you know where to find the main policies and procedures that cover your employment with us and outlines the high standards of conduct we expect of you.

We want Cheswold Park to be the best hospital for our people, patients and their families, and live by our mission "To do good for others". We can't do it without you.

The Cheswold way is about how we do things and, this is underpinned by our values created by our patients, families, staff and other stakeholders.

So I hope you'll strive to achieve our ambition and to live our values every day of your career with us.

I look forward to working with you.

**Tony Gearty**  
Chief Executive Officer



# Our Values

At Cheswold Park every decision we make is supported by our core values. These values create the foundation for our care services and our team member engagement.



## PEOPLE & FAMILIES

- Put the people we serve, their families and friends at the heart of everything we do
- Make their experience and perception of what we deliver a central measure of our success in the delivery of care and achievement of outcomes that matter to them
- Harness and value the experience, expertise and opinions of the people we serve and their families in their own care and within service transformation



## MIND & BODY

- Demonstrate commitment to caring equally about mental and physical well-being
- Deliver training for patients, families and staff on mental & physical healthcare
- Promote a workplace culture where health & well-being is promoted



## CARE & COMPASSION

- Demonstrate our compassion and caring through our action and words
- Be friendly, kind and considerate towards those we serve, families and each other
- Be a fair and diverse organization where everyone counts
- Meet people's needs for information & involvement in care & treatment decisions



## DIGNITY & RESPECT

- Be polite and courteous in our communications and actions
- Recognise and value uniqueness and diversity
- Be sincere, honest and constructive in giving and receiving, feedback
- Maintain a professional attitude and appearance
- Be relentless in our drive to reduce restrictive interventions including investing in initiatives that increase safety and reduce coercion, restraint and seclusion
- Invest and train staff in de-escalation and positive behavioural support



## HONESTY & TRANSPARENCY

- Meet people's needs for information and involvement in all care, treatment and support decisions
- Lead and act with integrity in all we do
- Uphold the duty of candour
- Have a robust approach to learning from our mistakes
- Lead improvements based on understanding outcomes across pathways of care

# Welcoming You

Cheswold Park is a hospital opened in 2006 to provide services for people with a range of needs including, mental illness, personality disorder and learning disabilities. We provide this in conditions of medium and low security.

We are committed to delivering an outstanding service to our patients. We provide safe, person-centred, evidence-based care and treatment in a manner that builds on the strengths and talents of the person and works in partnership with them and their family.



Welcoming You

# Meet The Team



Welcoming You

# Doing The Right Thing

## Guidance & Support

Cheswold Park Hospitals goal is to deliver outstanding care for our patients. In a nutshell, to achieve this we need to ensure we achieve the outcomes and standards required of us by patients, families, commissioners, regulators and other stakeholders.

To help us to do this we have organisational strategies, policies, procedures and guides that set the standard, provide instruction and clarify outcomes we expect you to achieve. These and other useful documentation can be found on the QMS system and we advise you familiarise yourself with this resource during your induction period. The following sections highlight a few of the main messages from some of the key policies.



Welcoming You

# Communication & Participation

We want our communications to be simple, clear and respectful. To do your job successfully you need to know what's happening in Cheswold Park and communicate effectively with patients, families and employees alike.

We have a range of ways to hear from you and get your ideas about a range of issues that include meetings, forums, training and supervision opportunities. You are specifically required to engage and participate in key meetings such as handovers and ward/team meetings.

We expect that, without exception, **you will communicate in a manner that is professional and courteous** and that you observe any specific boundaries appropriate to your area of work. This includes all verbal and written communication with patients, families and staff.

Confidentiality in healthcare environments is paramount and you must ensure you are familiar and confident with the rules for data protection and information sharing. This will be covered in your induction and essential training including the role of the Caldicott Guardian.

## Social Media

We expect all staff to use social media and

networking sites responsibly and staff will face disciplinary action if the act in any way that is unprofessional or unlawful on social media. This includes, sharing confidential information (about patients, other staff or the organisation), posting derogatory comments, bullying or intimidating others, building or pursuing relationships with patients, inciting hatred or discrimination or encouraging violence.

Please note that those who are registrants have specific guidance from their professional bodies, including details of how failure to adhere to standards may jeopardise registration, and how to raise concerns about others who do not meet the required standards.

This guidance can be found on the appropriate website:

Nurses and Nurse Associates: NMC Website [www.nmc.org.uk](http://www.nmc.org.uk)

Doctors: GMC website: [www.gmc-uk.org](http://www.gmc-uk.org)

Health & Social Care Professionals website: [www.hcpc-uk.org](http://www.hcpc-uk.org)

## Keeping You Up-To-Date With The Latest News

The Cheswold Park portal is where you'll find the latest news and updates for the hospital.

Team member area can be found at the bottom of our website:

[www.cheswoldparkhospital.co.uk](http://www.cheswoldparkhospital.co.uk)

You Must:

- Sign up to using your Cheswold Park email address

You will be approved within 48h

## Your Opinion Counts

This anonymous survey can be used to collect information from your workforce to find out if staff feel we are supporting them and their wellbeing appropriately and to help identify whether any improvements are required to current workplace practices. Our survey focuses on areas including future employment, pay, training, direct management and job security. We will do this via the email address you provided on your application.

## Employee Engagement Forum

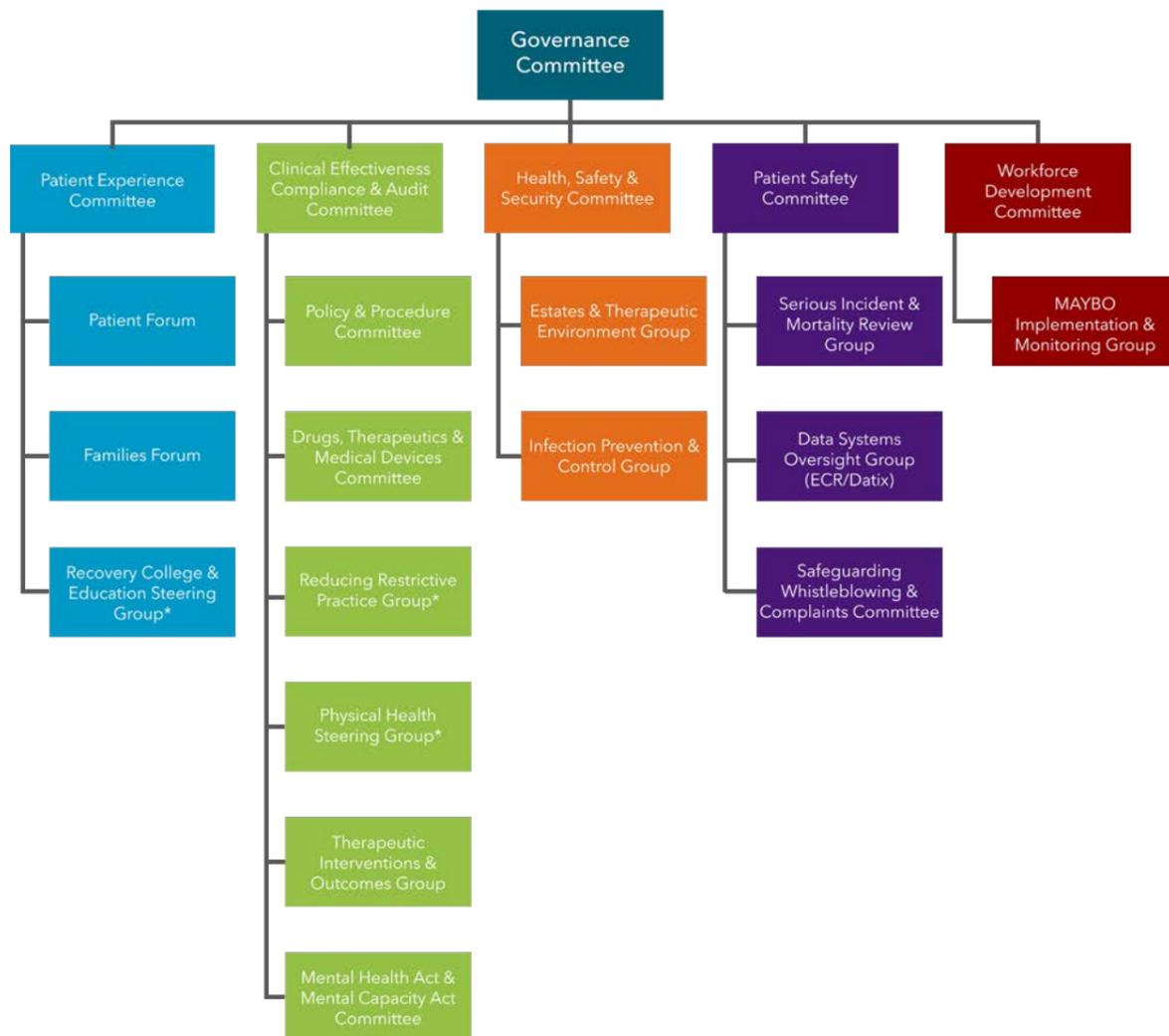
Cheswold Park Hospital has a range of channels that we use to communicate with our employees. One of which is our Employee Engagement Forum. Meetings are held monthly, in attendance is our CEO, Chief Nurse, Head of HR and elected ward or department representative. Departments & wards across the hospital have nominated a representative to voice individual and collective views to the Employee Engagement Forum. Our representatives have a key role, linking senior management with the insight and experiences of our employees. This platform gives our employees the opportunity to contribute ideas that could impact on change.

Welcoming You

# Quality & Governance

At Cheswold Park, we take our responsibility to deliver high safe, high quality care seriously and we have a number of ways we do this including ensuring we have a robust governance structure. This includes a range of committees, forums, policies and procedures.

You may be invited to join governance meetings and forums relevant to your role and we value your contribution to these groups. We also encourage you to fully participate in regular supervision with your line manager and attend any ward/team meetings.



Welcoming You

# Equality & Human Rights

We believe that our strength comes from combining what we have in common - our shared goals and values - with what makes each of us different. And we recognise that having a diverse talent pool and an inclusive environment will help us to be the best Hospital we can be.

We are a hospital that celebrates the rich diversity of our teams and we're committed to creating a workplace that maximises the potential of all of our people, where everyone is valued and feels empowered to contribute to the hospital's continued success.

Our Equality & Human Rights Policy outlines our commitment to giving you equal access to recruitment and selection, promotion and career development, training, reward and benefits regardless of your gender, gender identity, sexuality, ethnicity, disability, age, religion or belief, parenting, caring or marital status.

We recognise the potential that you and every individual brings to us and commit to treating you fairly and respectfully. Should you need any reasonable adjustments to support you throughout your career with Cheswold Park we'll work with you to put these in place and we are committed to removing or minimising any barriers to you achieving your best performance.

We partner with organisations such as Disability Confident, build and actively engage with the CQC to continually develop our performance in creating a diverse and inclusive working environment.

Everyone has the right to be treated with respect and dignity. This is why we have a zero tolerance attitude to bullying, harassment, discrimination or victimisation of any kind. We all have a personal responsibility to ensure that we treat others as we would like to be treated and that our actions and interactions reflect our commitment to diversity and inclusion. We ask all employees to make a personal commitment to these aims, and you will need to complete mandatory training on an annual basis, to ensure you are aware of your responsibilities.

We all want Cheswold Park to be the best hospital to work for, therefore, should you have any questions or concerns about diversity and inclusion at Cheswold Park, we strongly encourage you to speak with your line manager or a member of the HR team.

Welcoming You

# Your Terms & Conditions Explained

## Your Hours Of Work & Working Arrangements

As with all large organisations, there are different working arrangements operating at Cheswold Park and your Statement of Main Terms and Conditions will reflect the relevant hours of work applicable to your role.

## Varying Your Hours Of Work

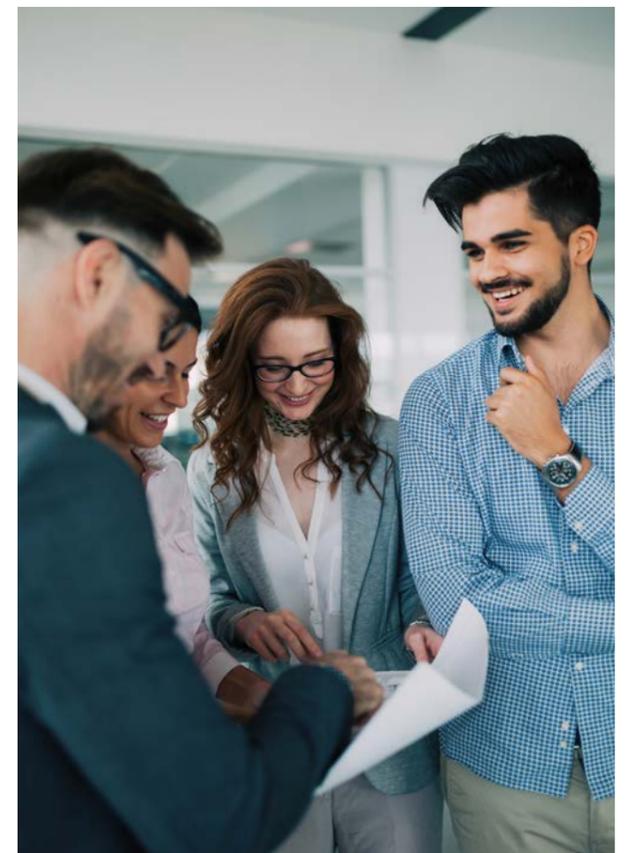
From time to time, and where your contract of employment allows, we may need to vary your hours, days and times of work to meet hospital and/or patient needs. In considering this we shall take into account your personal circumstances and following proper consultation with you, we will give you reasonable notice of any permanent changes in accordance with the policy arrangements in place.

If you'd like to request a change to your working arrangements then we will try to agree that wherever we can, as long as we can still meet our hospital and patient needs, see our **Flexible Working Policy and Guidelines** for more information about this.

## Your Place Of Work

Your place of work is set out in your Statement of Main Terms and Conditions of Employment.

From time to time you may be required to attend training/meetings at other sites, for which you can claim reasonable business expenses (please see QMS for the expense policy).



# Developing You

## Learning & Development Strategy

This short term strategy will cover a period of positive change at Cheswold Park and accordingly will be reviewed to ensure it is meeting the needs of the workforce to respond to continuous service developments.

Our Training and Development offering will reflect our mission, our objectives and our core values. The key objectives of this strategy are:

- To care for and champion the need of the people who use our services
- To support, develop and celebrate the staff who serve them

The strategy is not just for employees but also sets out our intentions to support patients and families to learn, therefore the strategy interfaces with those concerned with the Recovery College and Education Department. We believe it is the right direction of travel, in that, as well as making education and learning accessible for patients and families, we are harnessing their lived experience.

(For further information please refer to the Learning and Development Strategy)

## Nursing Standards of Proficiency and Competence (Key Skills Framework)

The Nursing Standards of Proficiency and Competence is a selection of key competencies that work with you within your role and are designed to give you a clear indication of how you are performing and what you need to do in order to develop along your chosen career path. They are also designed to assist in giving an honest balanced view of performance and work hand in hand with appraisals and supervision.

## Probationary Periods

When you first join Cheswold Park Hospital you will have a probation period to make sure you are right for Cheswold Park and the role is right for you (it is and should always be a two way process). Probation periods are normally for six months but your manager may choose to extend if more time is needed to make the decision to confirm your employment on a permanent basis.

During your probation time your Mentor, Supervisor and Manager will give you the support you need to give you every chance of success. You can find all the details you need in the Probation Policy available on the QMS system.

## Performance Management

Performance Management is the way that we support and develop you in your role. This allows you and your manager to reflect on your personal contribution to the day to day running of Cheswold Park Hospital. It is designed to acknowledge your achievements and help you to understand what you need to do in order to progress within the hospital.

## Induction Programme

Cheswold Park Hospital believes that by investing in our employees Learning and Development, improves the standard of care we give to our patients.

As an employer, we strongly believe that everyone has the potential. To support this, we have designed a bespoke induction programme at Cheswold Park Hospital. This is a two-week induction programme that all employees of the organisation attend.

Most other hospitals only provide a 1 week induction. In addition to our 2 week induction programme, you will also be required to attend a 4-5 day course on de-escalation skills before the end of your probation.





## Mandatory Training

Mandatory training is provided to ensure we meet with requirements set out by any governing bodies. Cheswold Park Hospital prides itself on its compliance and as such sets key performance indicators higher than the national requirements.

These mandatory modules are split into 3 areas. Some of your Mandatory training will be via e-learning modules.

1. Legal requirement - these include Health and Safety, Fire, Mental Health Act, Equality and Diversity, all staff are trained to at least the Basic Life support certificate (BLS).
2. Registration requirement - These include; Safeguarding, Information Governance, Duty of candour, Communication. This list is not exhaustive.
3. Organisational requirement - Included are modules covering MAYBO conflict management, how to keep yourself safe in the workplace and the importance of security within a secure hospital.

You will be required to keep yourself up to date and may need to take refresher versions and updates for the Mandatory training. It is your responsibility to complete your Mandatory training and to ensure that you keep this up to date. On

the QMS (Quality Management System) there is a training matrix for all employees which indicates when your renewal is due.

As a new employee and you will be allocated a Mentor and a Supervisor to assist you in completing the required Probation Portfolio.

## Management Supervision & Appraisal

Cheswold Park Hospital will monitor your performance on a continuous basis so that we can maximise your strengths and assist you in any developmental areas identified.

Once a year you will have a formal meeting to discuss your performance. This is called your Annual Appraisal. The appraisal will look at your performance over the last year and assist you to make plans for the next year. This will be reviewed in 6 months' time and is known as your mid-year review.

As an employee, you are required, as part of your on-going development to regularly attend supervision, reflective practice sessions and any meetings relevant to your role.

## Clinical Supervision & Reflective Practice

If you are a member of staff delivering care and treatment you are also required to attend regular clinical supervision

which will be arranged for you. We also provide regular opportunities for facilitated reflective practice sessions. Speak to your line manager about when these happen and how you should prepare.

## Career Development

There are many opportunities at the hospital which are open for all staff to apply for. These include the following -

1. Trainee Associate Nursing - this is supported by the Apprentice scheme.
2. Nursing Programme - this is provided via the Open University.
3. Train the Trainer - If you have an interest in specific areas and would like to train others the hospital will support this. Topics have to be relevant to the hospital and relevant to your role.
4. NVQ programmes are available for health and social care Level 3.
5. Professional qualifications and Further Education for all roles - The hospital recognises the value and importance of formal accreditation of learning.
6. Preceptorship Nursing Programme - The hospital offers an opportunity for newly qualified staff to be employed and will assist them to work through their Preceptorship Portfolio.

NB There are many more opportunities to develop your career and gain additional qualifications, for more information please contact a member of the Learning and Development team.

## Job Opportunities At Cheswold Park Hospital

We know that to attract, recruit and keep the best people in our organisation we need to give you the opportunity to develop your career with us. We want you to make the most of your talents and abilities, and we will assist you in meeting your goals. To enable you to achieve your career aspirations, we have lots of support available to help you plan your development through our Learning and Development team. For further information please refer to our Developing You Section of the handbook. When you feel ready for the next step, you will find all our vacancies (both permanent and secondment) on our Intranet page, communication folders and staff notice boards.

If you'd like further information about our recruitment process, our Recruitment team will be happy to give you the necessary details.

# Rewarding You

At Cheswold Park Hospital we aim for a high performance, best practice culture where you're rewarded and recognised for your performance and ability.

## KSF & Reward Bands

To give us a consistent way of managing your reward we've classified roles into different reward bands which define the level of your role, responsibilities, benefit entitlements, & potential career paths

## Salary Ranges

Our salary ranges are aligned with our Key Skills Framework and have minimum and maximum salary points. The Key Skills Framework applies to all staff that are employed by Cheswold Park Hospital. It's a useful tool to identify the knowledge, skills and learning and development that staff need to do their job well. The KSF is a broad framework which supports a fair and consistent approach to Personal Development Planning.

## Your Reward Package

At Cheswold Park Hospital you can access your Pay Statement online via the Sage Portal. Notifications relating to your pay statement will be sent monthly to your selected email address, by the payroll department. Your pay statement shows

you the value of everything we give to you in recognition of your contribution to our service. This includes details of your salaried hours, bonuses, overtime, pensions and deductions.

## Your Benefits

Here at Cheswold Park Hospital, we've got a great selection of benefits for you to choose from. We've negotiated directly with suppliers, a range of discounted rates for you to take advantage of.

Where can YOU save?

Employees can make fantastic savings on their lifestyle costs, here are a few examples:

- Fitness fanatics can try new classes at PureGym and save 10% on memberships
- Localised discounts at a range of restaurants, gyms etc
- Get that coffee fix at Costa or Caffè Nero with 10% off
- Treat the family to a trip to the cinema with up to 40% off their favourite chains
- Save on the bigger expenses across the year at retailers such as Tesco, Pizza Express, M&S, Waitrose, Argos, Apple, Currys PC World and more

Please ask our HR team about full access to YOUR personal BenefitHub (Perks) and Team member area.

## Staff Meals/Rest breaks

We have a staff dining area within the hospital and meals are available to order daily. We subsidise the meals for our employees and all our food is prepared daily with fresh ingredients. On top of that we have a staff and patient shop that can be accessed during the day and is open seven days a week. (Please check opening hours).

If you would prefer, you have the option to bring your own food and drink with you and we provide access to fridges within the staff rest areas for you to use. All food must be stored within clear containers and bags. For a list of all prohibited items please see further on within the handbook or check the prohibited items policy available on the QMS system.

There are two rest areas for you to use whilst on breaks and these can be found on the ground floor adjacent to the reception area and on the upper floor within the office area, tea and coffee is provided and always available.



Rewarding You

# Your Pension

Our group pension plan is set up to help you save for your retirement and it offers you valuable benefits you won't find with other savings plans.

We'll assess your age and earnings to work out whether you should be enrolled into the plan automatically or given the option to join.

You'll have your own plan and you'll make a monthly contribution which will be taken from your salary automatically. When you start saving into your plan, so will the taxman. This is called tax relief. We'll also help by contributing to your plan. The retirement savings you build up will provide you with an income when you retire.

We've chosen Royal London to run the plan. They're a different kind of financial services organisation because they're owned by their members. When you're enrolled, you'll become a member of Royal London. This means you'll have a say in how they run their business and you'll share in their success. To find out more speak to a member of HR or visit- [yourplan.royallondon.com/cheswoldparkhospital](http://yourplan.royallondon.com/cheswoldparkhospital)

The regular contributions into your plan are illustrated in the table on the right:

DATE	6TH April 2019
YOU CONTRIBUTE	5%
WE CONTRIBUTE	3%



# Supporting You - Our People Policies

## An Overview

Our People Policies are where you can find all important information to help support you throughout your employment such as how to request and book your annual leave, how to request needing time away from work, becoming a parent, and so on.

In this Handbook we highlight some important aspects of our policies. We have a large number of policies covering a wide range of topics from clinical, finance, security, etc. However, if you require further clarification at any point during your employment with Cheswold Park Hospital, you can access any policy on our QMS Index in order to have a complete understanding.

Most of our Policies also have supporting Guidelines which give more practical information and details about how to put the Policies into practice, and often this includes template forms and letters for managers to use where required.

## Looking The Part - Dressing For Work

The way you look at work creates an image of Cheswold Park Hospital, so it's important we all dress appropriately whatever your role, we expect you to dress in a way that's suitable and appropriate to your working environment.



Cheswold Park Hospital operates an agreed Personal Appearance and Dress Policy. Dress and appearance are also a strong consideration in the management of risk and health and safety. We provide you with a belt, key pouch and identification lanyard that must always be worn whilst on shift.

Your shoes must not be open toe, and heels are prohibited. Long hair must be tied back. Nails should be clean and all nail enhancements are strictly prohibited. Jewellery must be kept to a minimum i.e. wedding/engagement rings and single studs in the ears; any other jewellery is prohibited.

In certain areas of the hospital i.e. clinical areas, kitchen areas, housekeeping and maintenance, etc you will be required to wear protective uniform provided (PPE).

Please make sure clothing is appropriate, modest and clean, and that your hair is tidy, and any tattoos to be covered where possible. Ripped clothing or prominent logos are also not acceptable.



Supporting You

# Balancing Work & Home Life

We want to give you a greater choice and flexibility in your working life whenever we can. But we do need to be able to balance this with making sure that we give our patients the best care, giving them what they need, when they need it and being able to operate all areas of the service effectively.

Our Flexible Working Policy is where you can find all you need to know about how to request changes to your working arrangements and the range of options available to you at Cheswold Park Hospital.

## Holidays

25 days of annual leave will convert into different entitlements for each employee dependent on your individual working arrangements. Individual contracts of employment will detail your personal entitlement. For example, 25 days annual leave will, by the nature of an employee's working week, convert to fewer days or hours of annual leave for a part time employee when compared to a full time employee. The pro-rata principle may also apply to other practical arrangements.

All leave must be pre-authorized by the Organisation. Taking leave without authorisation will be considered a gross misconduct offence. Taking leave despite a declined request will be considered a gross misconduct offence.

Gross misconduct offences may result in dismissal without notice. Further rules on booking leave from work are given on QMS

## Booking Annual Leave

Annual leave requests must be submitted via email directly to your line manager. Once approved, your authorised request will be sent to HR - [annualleave@cheswoldparkhospital.co.uk](mailto:annualleave@cheswoldparkhospital.co.uk) and the hours will be recorded & deducted from your annual leave entitlement.

You should not make any firm travel or accommodation arrangements etc. until you have received confirmation that your request for leave has been granted. There may be circumstances where the Organisation cannot grant the request, such as operational/staffing requirements. Cheswold Park Hospital is not liable for any loss incurred by you, such as lost deposits etc, if you incur costs and make commitments prior to receiving confirmation.

Supporting You

# Buy & Sell Holiday Policy

The Organisation operates a policy permitting employees to buy and sell annual leave entitlement. This policy sets out the arrangements for this process. This policy is implemented on a non-contractual basis meaning that there is no contractual right for an employee to buy or sell holiday.

## Selling Holiday

Selling holiday means that an employee converts the worth of a day's annual leave into its financial equivalent. The employee's annual leave entitlement will be reduced by the amount of days he/she wishes to sell and will receive the equivalent amount of money in their pay.

Employees may sell up to a maximum of 5 days' leave per leave year subject to the statutory minimum entitlement bar.

## Buying Holiday

Buying holiday means that an employee 'pays for' extra days of annual leave so that their entitlement is increased, and their pay is deducted by an amount of money equivalent to the worth of the days 'bought'



Supporting You

# Being Absent From Work

If you need time off work, for reasons you can plan for, you must agree this with your manager beforehand wherever you can. But we know things happen that we can't always plan for, including illness. If this happens you need to contact work as soon as you can.

## The Procedure

### Notification

If you're unable to attend work due to sickness absence, you must contact the absence line on 0800 8199 389 as soon as possible, but at least 1 hour prior to your usual start time. You will need to explain why you're unable to attend and indicate when you intend to return to work. Please give us as much notice as possible so that we can arrange cover to ensure patients and staff remain safe.

### Certification

Absences should be certified by a Fit Note from a GP, however, if you're absent for seven calendar days or less in each instance, you may instead self-certify your absence.

For absences of seven consecutive calendar days or less, upon your return to work, a self-certification form should be completed and passed HR.

For absences of eight days or more, a fit note is required. Fit notes are issued by your GP and should be passed to HR upon your return to work. The fit note should cover each day of absence and, if multiple fit notes are issued, they should be posted to the HR Department along with an explanation of your absence, the condition and if known your expected return to work date or next GP appointment.

Failure to follow the certification process outlined above may be considered misconduct and may be dealt with under the Organisation's disciplinary process. SSP (statutory sick pay) may be withheld during this time.

## Return To Work

Employees who have been sick or absent leave for any amount of time will undergo a return to work interview conducted by HR. Return to work interviews are an integral part of our absence management system. Although the name may suggest otherwise, the meeting is not an interview as such but a discussion about the absence. Please note your pay will not be reinstated until we have seen you for a back to work interview.

The line manager will undertake some preparation for the meeting and will look at:

- the employee's attendance record
- documents gathered on previous sickness absences of the employee
- if any current action is being taken against the employee for absence

The meeting will be arranged as soon as possible after the return to work



## Supporting You

# Medical Appointments

Wherever possible, you need to arrange medical appointments, including GP'S, dentists and other specialists outside your normal working hours. But, if there's no option and you need to attend an appointment during your working hours please ask your manager how we can facilitate you getting this unpaid time off. Your manager may ask you to provide a copy of your letter confirming your appointment. Time off for appointments must be agreed with your manager beforehand so they can ensure we maintain safe staffing levels at all times.



## Supporting You Becoming A Parent

It's a joyous occasion becoming a parent. Whether it be maternity, paternity or adoption. However, it can also be daunting for those at work to ensure plans are made for their absence and upon their return. Here at Cheswold Park Hospital, we have a structure in place to help alleviate any unnecessary stress. You can find all information about leave and payment in our Family Friendly Policy available on the QMS which is there to support and guide you through what is no doubt an exciting time.



## Supporting You Claiming Expenses

To make a claim for business expenses you need to record the details and submit evidence to our finance department for claim approval. Once approved, it is paid directly into your bank account. All claims must be made within 3 months of incurring the expense. You need to be aware that making or approving a false claim constitutes fraud and will lead to disciplinary action being taken, up to and including dismissal.

The expense form is available on QMS.

Supporting You

# Grievances & Disciplinary Procedures

## Grievances

If you have a grievance at work you are required to raise that grievance with your Manager or a member of the HR team. This will allow us to address the situation.

Our code of practice requires you to document your concerns, setting out the nature of the grievance and their desired outcome. In response, we will arrange a meeting with you, without unreasonable delay, to discuss the grievance. You have the right to be accompanied at this meeting by a colleague or trade union representative.

Following the meeting, we will decide what action to take and communicate this to you in writing. If you're not satisfied with the response you can appeal the decision.

## Disciplinary Procedure

Cheswold Park Hospital is committed to treating all staff fairly and equitably and to helping employees to perform effectively. However, there will be occasions when it may be necessary to invoke disciplinary procedures. Should the need arise, you will be given the opportunity to improve throughout the stages of the procedure.

When work falls below an acceptable standard, help will be given to you to improve. If standards of work continue to

fall and there is a necessity for action, it will automatically begin with a pre-disciplinary informal discussion or the disciplinary procedure. Similarly, if your behaviour is potentially inappropriate and/or unacceptable, it will mean the initiation of the disciplinary procedure; the outcome depends on the severity.



# Supporting You Leaving Us

When you make the decision to resign, you should submit this to your line manager or HR Department in writing. This should be reflective of the notice period outlined in your contract of employment. A verbal resignation cannot be accepted, and you will be asked to confirm it in writing as soon as possible.

Unless there is an agreement in place between you & the organisation, the expectation is that you will continue to work during the notice period.

## Acknowledgement

HR shall acknowledge the resignation in writing once received. The letter of acknowledgement will confirm the last working day of your employment and outline any final payments and instruct the return of any Organisation property that you have in your possession. Furthermore, any repayments of debts owed to us, such as training costs or loans, will be notified to you in this letter.

## Pay In Lieu of Notice

You may be paid your notice in lieu, if agreed by us (subject to the terms outlined in the contract of employment). This means that your contract of employment will cease immediately you will receive payment equivalent to what you would

have received during your notice period.

## Garden Leave

Occasional employees may be put on garden leave for some of their notice period. You continue to be employed by us during your notice period and will receive your normal pay and benefits but will not be expected to attend work unless specifically requested by your line manager.

## Managing Holiday During The Notice Period

An employee who is working your notice period or is on garden leave will continue to accrue holidays. It is an expectation that employees will be required to take any outstanding holiday during the notice period. However, in certain circumstances the requirements our organisation may restrict holidays being taken by you during the notice period. In this scenario, the manager will inform the employee and they will receive a payment in lieu of annual leave once the notice period has been completed.

If the number of accrued holidays has been exceeded, then we will reduce your final payment by an equivalent number of days/hours (in accordance with the terms in the contract of employment).

## Exit interview

Before their employment ends, you will be invited to attend an exit interview with their line manager, or a member of the HR department.

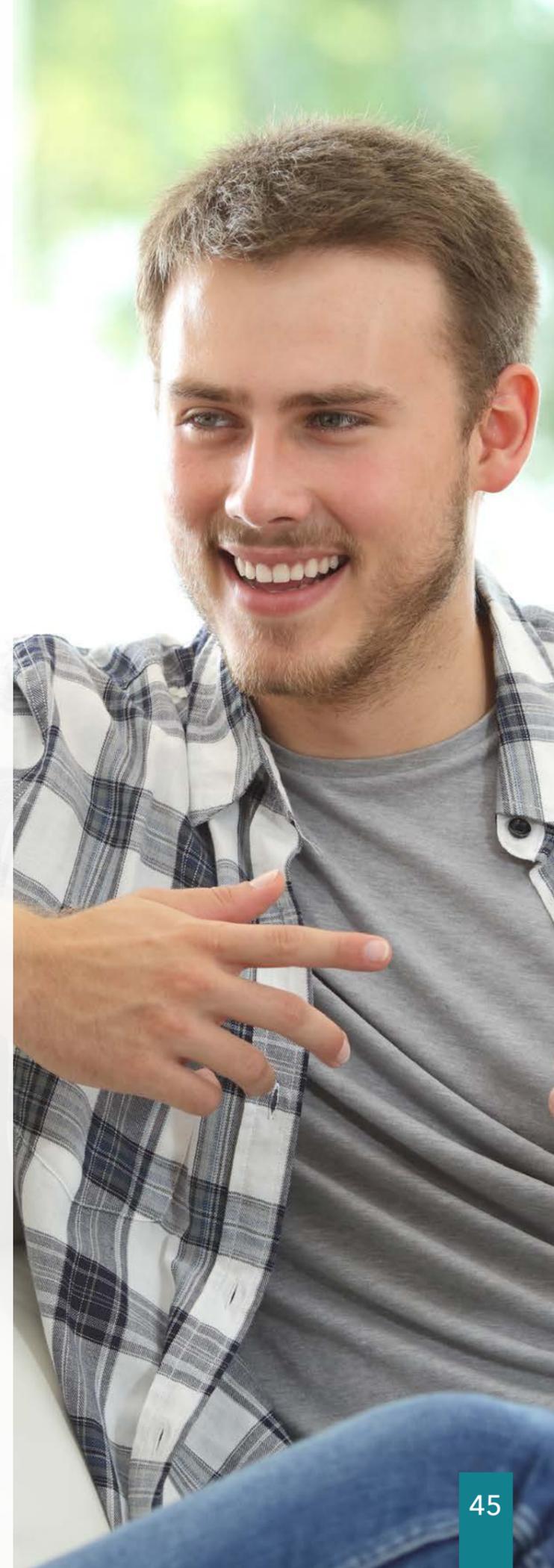
The aim of the exit interview is to understand the reasons for you leaving the organisation to gauge how content you have been whilst working with us, and to identify any changes that could be made within the organisation in the long term. Within the exit interview, the return of any organisation property that the employee has in their possession will also be discussed and arranged.

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## Employment References

If you are looking for a role outside of Cheswold Park Hospital, as part of your application the organisation you are applying to may request an employment reference from Cheswold Park Hospital. Upon receipt of a written request, we will provide a standard reference.

The only people who can provide employment references on behalf of Cheswold Park Hospital are the HR team or the CEO in respect of directors.



## Supporting You

# Managing Safety

At Cheswold Park Hospital we have a range of policies in place to ensure you are safe, secure and that risks are managed. For further information, all of these policies can be found on the QMS index.

### Your Responsibilities

Whilst at work, you are also responsible for taking reasonable care of your own health and safety and that of your colleagues, particularly if they could be injured by something you do or don't do. You need to take positive steps to make sure you work safely and don't do anything reckless that could result in injury to yourself or others.

### Your Health Is Important To Us

Prior to you starting with us you will have completed an independent Occupational Health questionnaire, based on your answers a fit note will have been issued and any recommendations passed on to your line manager. If you have any concerns regarding the outcome then please speak with your Line Manager or a member of the HR Team.

From time to time your health may change and it is important we are able to support you through this period, it is your responsibility to inform us of any changes to your health and at this stage, we may refer you to Occupational Health,

who will support you and make any recommendations to us.

### Reporting Concerns

You always need to be alert to any health and safety risks in your workplace. If you identify a risk you should take action to control it straight away if you can, for example by moving a storage box that's blocking a fire exit. If it's not something you can do yourself, tell your manager so they can deal with it immediately.

### Accidents

If you have an accident at work, however small, you must tell your manager straight away. You'll need to record what happened in the onsite Accident Record Book.

If it's a major accident your manager may need to contact the local authority who may wish to carry out their own investigation (RIDDOR).

### Incidents

Incidents inevitably happen in a secure hospital when dealing with patients who have challenging behaviours. We have an incident management system, called DATIX, and you are required to

record details of any incidents, fully and accurately before the completion of the shift on which the incident happened.

### Fire Safety

At Cheswold Park, we've got a very high level of fire safety, which includes having adequate Fire Wardens in place to help protect our patients and employees. If a fire starts, it's the fire wardens' responsibility to make sure everyone evacuates the building quickly and calmly. They will also let everyone know when it's safe to go back into the building.

### First Aiders

We have a network of trained First Aiders and Appointed Persons in place to make sure there's always help and support available if you have an accident or injury at work. You'll find the name and contact number of your nearest First Aider or Appointed Person displayed on your ward on a standard first aid sign. Make sure you know who they are as you never know when you may need them!



Supporting You

# Positive About Mental Health

We're positive about mental health at Cheswold Park Hospital and want our Employees to know they can talk about any problems they may have openly and in confidence and without fear of being judged, persecuted or ignored. We have a range of support in place to help you if you're affected by mental ill-health conditions.

If you have an existing or developing mental health condition that you need help with, always talk to your manager about this. With your consent and working as a team, your manager, HR and our Occupational Health teams will make sure you get the help and support you need at work.



Supporting You

# Drug & Alcohol Policy

When you're at work you must be able to carry out your role safely and to the standards expected. If we reasonably believe you are under the influence of any substance we'll investigate this and may take appropriate action (including action under our Disciplinary Policy). Where however you may be encountering problems with drug or alcohol misuse/abuse, and you come to us for support, we'll aim to deal with you fairly and sympathetically and to work with you to help you try to overcome these; so you can continue in your role with Cheswold Park Hospital wherever possible and protect your health and wellbeing.

The use, possession, sale or distribution of illegal substances or alcohol at work and the trafficking of illegal substances will be treated as gross misconduct under our Disciplinary Policy. Our Drug and Alcohol Policy explains how we approach this and the commitment we expect from you in return.

## Smoking Policy

To protect everyone from the risks of passive smoking whilst they're at work we have a no smoking policy in place in all our buildings and grounds; it's also the law. It includes offices and communal areas, rest areas and any

vehicles used for work. If you are a smoker then you will need to leave the grounds and use the designated smoking area on Cheswold Lane. If you use e-cigarettes then a designated area may be provided.



# Protecting You & Our Patients

## Duty of Candour

The Duty of Candour is a statutory (legal) duty to be open and honest with patients, or their families, when something goes wrong where it appears that somebody has caused or could lead to significant harm in the future. It applies to all health and social care organisations registered with the regulator, the Care Quality Commission (CQC) in England.

Duty of Candour is a contractual duty requiring hospitals to ensure that patients and families are informed of medical errors (that cause moderate, severe harm or death or prolonged psychological harm) and are provided with support. This includes receiving an apology, as appropriate, and the investigation findings and actions, to prevent a recurrence, are shared.

Duty of Candour policy is available on QMS

## Safeguarding

The definition of Safeguarding is “protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to

their views, wishes, feelings and beliefs in deciding on any action”.

This will be covered with you on induction and is every employee’s responsibility.

## Datix

Datix is our incident reporting system that will be covered with you during your induction. Typically all incidents will be recorded and can be defined as; An event, omission or circumstance which could have or did result in unnecessary damage, loss or harm to patients, staff, visitors or members of the public. For further information please speak with your line manager.

## Gifts and hospitality

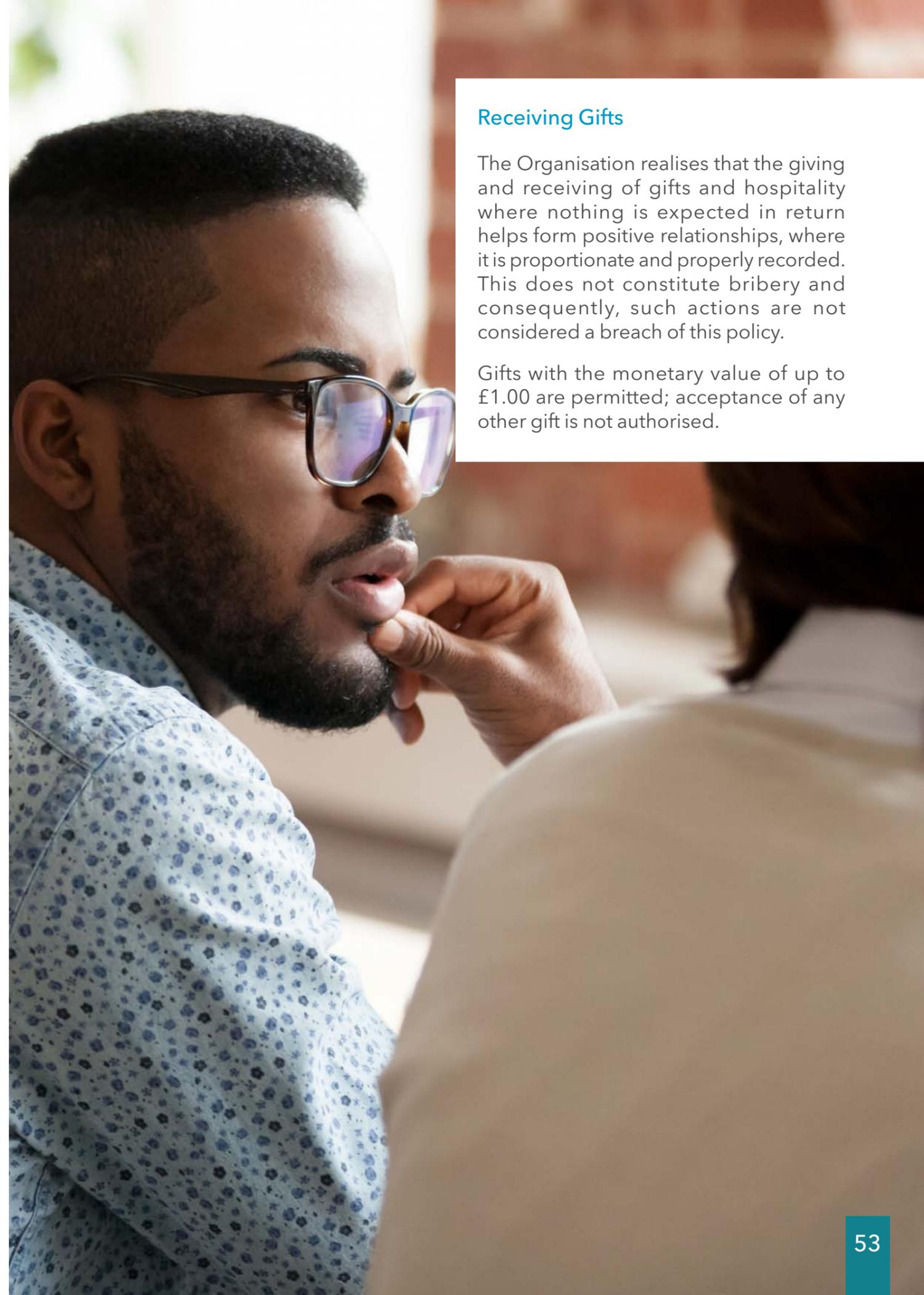
Our policy sets out the Organisation’s stance on the acceptance of gifts and hospitality in accordance with the Bribery Act 2010. Our Gifts and hospitality policy will operate alongside the Organisation’s anti-bribery policy and procedures.

Employees should be aware of the definitions of ‘gift’ and ‘hospitality’ given below, however, these are not exhaustive. Whether an item or offer constitutes a ‘gift’ or ‘hospitality’ may need to be discussed with their line manager on an individual basis.

## Receiving Gifts

The Organisation realises that the giving and receiving of gifts and hospitality where nothing is expected in return helps form positive relationships, where it is proportionate and properly recorded. This does not constitute bribery and consequently, such actions are not considered a breach of this policy.

Gifts with the monetary value of up to £1.00 are permitted; acceptance of any other gift is not authorised.



# Prohibited Items

## Prohibited Items

The hospital recognises the obligation to balance the needs of patients, visitors and employees; alongside the safety and security requirements of the hospital. The hospital has a prohibited and restricted

items police in line with the Mental Health Act Code of Practice (2015) and more information can be found on our QMS system. A list of the prohibited items are detailed on the page opposite:



Number	Item	Pre Authorised Users / Areas
1.	Lighters & Matches	Security Nurse / Maintenance
2.	Flammable liquids, solvents and Glues including nail glue	Maintenance / Art room / Pond maintenance
3.	Cleaning equipment containing harmful chemicals	Housekeeping
4.	Ropes, chords or long lengths of cable.	Maintenance / Housekeeping
5.	Free Weights / Dumbells	Central Gym / Gym Instructors
6.	Handcuffs	Handcuff trained staff only
7.	Ladders and climbing equipment.	Maintenance only
8.	Large Pets (Cats & Dogs)	
9.	Magnets	Maintenance
10.	Silver foil	Catering / OT Kitchens
11.	Smart Phone / Camera Phone / Smart Watch	Admin areas upstairs / meeting rooms before security door / staff room
12.	Metal containers (Cans, tobacco tins, drinks containers)	Low secure Wards
13.	Tablet computers and music players (I-pad - I pod touch)	Pre authorised for clinical use
14.	Building, electrical tools and equipment.	Pre-authorized for maintenance staff only.
15.	Paper clips	Administration / staff areas only
16.	Blue tack, cling film and adhesive tapes.	Administration / staff areas only
17.	Golf clubs, large sports equipment	Individually risk assessed

\*Please note the above list is not exhaustive and is regularly reviewed, for more information please contact your line manager\*

# Use of Mobile Phones & Cameras

The Hospital understands that employee's may need to use their personal mobile phone during their working day. However, employees must limit the use of their own devices to allocated break times so as not to interfere with their working day unless otherwise agreed with their manager.

Staff needing to use their mobile phones for emergency situations must obtain agreement from their line manager. This could include staff with caring responsibilities which require them to have access to a private telephone.

Under no circumstances should personal mobile phones be used whilst staff are working with patients on Hospital premises. Personal mobile phones and company issued mobile phones must not be carried into Hospital's Clinical Areas and should be left in the lockers provided at the commencement of the shift. Staff members working in non-clinical areas should have their phones stored away in drawers, cupboards within their office and not on top of desks.

Personal mobile phones should under no circumstances be used for clinical purposes.

Staff must not give patients their personal mobile or home numbers. Patients should make contact with staff via the hospital

telephone system.

Personal phones must not be used to take images or audio on Hospital's premises unless explicitly authorised by the Caldicott Guardian (Dr Richard Pearson). It is a breach of patient's rights to publish a photo with them in it.

Responsibility for security of mobile phones lies with the owner. Cheswold Park Hospital is not responsible for any damage or loss.

## Breaches of This Policy

Staff who breach this policy may be subject to disciplinary action.

Please see QMSHR05 Disciplinary Policy and Procedure for more details.

## Security & Confidentiality

Upon joining us you will receive a set of keys that are relevant to your role; these keys will come with an identification card and a unique reference number (tally). Upon entering the building your keys will be handed to you in exchange for your identification card and tally; without this you will be refused entry and your keys.

You will receive training on the keys and what is expected of you when entering and leaving the premises. **You must NEVER take keys off the hospital premises.**

The security, safety and confidentiality of our employees and patients is our number one priority, so it is important that you remember to close all doors behind you and that you only access areas available to you.

We understand there is a lot of information to take in and a more detailed policy can be found on our QMS system QMSSO01 Physical Security Document 2203.docx

It is important that you pay the upmost respect to our patient's confidentiality so we expect all employees to refrain from discussing patient's information outside work, with other patient's or leave any documentation or data visible for other patient's to access. It is also important for your own safety and security that you do not discuss or disclose any of your personal information. Further training on this topic will be provided during your induction and you will be asked to sign a confidentiality agreement.

A full breakdown of relational security can be found on the QMS system



# GDPR - Data Protection

## Aim & Scope Of The Policy

Our policy applies to the processing of personal data in manual and electronic records kept by the Organisation. It also covers Cheswold Park Hospitals response to any data breach and other rights under the General Data Protection Regulation.

“Personal data” is information that relates to an identifiable person who can be directly or indirectly identified from that information, for example, a person’s name, identification number, location, online identifier. It can also include pseudonymised data.

“Special categories of personal data” is data which relates to an individual’s health, sex life, sexual orientation, race, ethnic origin, political opinion, religion, and trade union membership. It also includes genetic and biometric data (where used for ID purposes).

“Criminal offence data” is data which relates to an individual’s criminal convictions and offences.

“Data processing” is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or

alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

The Organisation makes a commitment to ensuring that personal data, including special categories of personal data and criminal offence data (where appropriate), is processed in line with GDPR and domestic laws and all its employees conduct themselves in line with this, and other related, policies. Where third parties process data on behalf of the Organisation, the Organisation will ensure that the third party takes such measures in order to maintain the Organisation’s commitment to protecting data. In line with GDPR, the Organisation understands that it will be accountable for the processing, management and regulation, and storage and retention of all personal data held in the form of manual records and on computers.

Further information is available in our GDPR policy, available on QMS.





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