**Student Nurse Welcome Package**



**Dear Student**

On behalf of the staff I would like to welcome you to our Care Home. We hope that you will settle in quickly and that your placement will be enjoyable and provide you with a variety of learning opportunities.

Our aim is to ensure that your placement is as educational, informative and as interesting as possible, in order that you return to university motivated and inspired about the Care Home community.

As our population increases and our older generations are living for longer, Care home services have a fundamentally important role to play in delivering person centred care and support to our most vulnerable individuals. Therefore, enabling them to express themselves, be heard, to live full and fulfilling lives and, to have dignified and peaceful deaths. The Care home environment is fast paced and diverse, offering the opportunities for nurses to care for individuals living with complex health concerns, with nurses and staff also providing a central support mechanism for families and friends.

This induction package was collaborated with input from managers, staff nurses, carers and the Care Home Education Facilitator to produce a comprehensive pack to assist you with your learning and to allow you to take full advantage of your placement.

The Care Home will allow you to enhance your understanding of older people, enabling you to enhance your communication, knowledge and skills in relation to their health and well being.

The service users here are not patients – they are residents. Residents live in the care home – it is their home. Therefore, like community placements, policies and procedures will follow similar principles to patient care in other areas, however the processes of that care delivery may be different to what you have experienced before. An example is in infection control – there is not alcohol gel at every bedside; but the appropriate use of suitable Protective Personal Equipment is still evident.

You will be assigned a practice supervisor AND a practice assessor who will be there to support and guide you through your placement. You will experience working alongside Registered Nurses and Registered care staff who have a variety of experience to share with you. All staff are committed to ensuring that your experience is in accordance with the NMC Standards to support learning and assessment in practice. In addition, abiding by the NMC “The Code” and the SSSC (Scottish Social Services Council) Codes of Practice.

Please remember this is your placement and the experiences you have will depend on how well you utilise your time and the experiences available.

You may have several questions about your upcoming placement and hopefully these will be answered below, or please discuss with your supervisor and assessor .

**What will a care home placement offer you as a student?**

* Residents in care homes have a variety of healthcare needs. People may live with complex care needs and / or dementia.
* You will look after residents living with a huge range of conditions – examples of which are stroke, dementia, Parkinson’s, cognitive impairment, diabetes, mental health concerns
* The essential care skills you will develop or enhance in the care home is helped by the longevity of the resident’s stay. You will be able to build relationships with a variety of residents; and really get to understand and see person centred care in practice. The almost always starts with assisting with personal care and building to complex nursing interventions.
* Developing and maintaining a person-centred care plans for a resident is a huge undertaking - think about how we have to assess and monitor each aspect of daily living – including nutrition / assistance to eat, mobility / falls risk, sleep, pain, elimination / continence, communication, skin integrity, palliative care, end of life care, medication management, spiritual care….to name but a few!
* Other learning opportunities in clinical care are dependant on the resident’s needs and wishes but can include wound care, enteral feeding, activities, health promotion, reminiscence, admission assessments – the list is endless.

**Who will my supervisor / assessor be?**

* You will be allocated a nurse to be your practice assessor, but many senior carers and nursing assistants have also completed preparation to become practice supervisors.
* The Care Home (Practice) Education Facilitator will frequently visit the care home throughout the year, so don’t be surprised or startled if a CHEF / PEF visits – it may just be a routine visit to see the supervisors; and doesn’t necessarily mean there is something of concern.
* Unlike other areas, the skill mix on a busy unit in a care home can mean that students are supervised by the single Nurse or senior carer on duty for the shift. That one nurse may be responsible for co-ordinating and leading the shift and will be assisted by a variety of care staff. They are all in place to help the residents, but also to support each other, and you.

**I’m here for 6 weeks – what should I do to be proactive in my learning?**

* In your first week or so, you need to get to know the residents; and so expect to be paired up with the care staff frequently. This will help you build on your essential care skills and build relationships with the residents.
* Think about some of the residents’ conditions, perhaps there are a few residents (maybe 5) that you would like to focus on getting to know in greater detail. Perhaps they have complex care needs, or a particular condition you are interested in learning more about. With your supervisor think about selecting a few residents in this way, and then look at their personal care routine, their care plans, their past medical history, their medication, their risk assessments, their participation in social and psychological interventions, their family networks. This will help you build a picture of person-centred care and relationship-based care.
* Please ensure you complete an evaluation on QMPLE at the end of your placement to identify areas of good educational practice, but also highlight any areas that you feel could be improved for students. Your feedback should not highlight areas of clinical concern that you have not already discussed with your supervisor / assessor and/or the care home manager. Please don’t mention names of staff either, so we maintain confidentiality.

|  |  |
| --- | --- |
| STUDENT NAME |  |
| Practice supervisors NAME(s) |  |
| PA NAME |  |
| START DATE:FINISH DATE: |  |

**Orientation and Induction**

**About the Care Home**

The home is bright and well equipped and we offer our staff plenty of specialised training, ensuring that every resident is treated with the utmost respect and understanding. We are well equipped to offer the safest and best level of care to our residents. Visitors are always welcome to pop in and join us for afternoon tea or a delicious homemade meal in the traditional dining rooms. The home promotes “protected mealtimes” in order to enhance the eating experience, visitors are encouraged to assist their relative if they so wish.

The home sits in large, landscaped gardens, where residents often like to help with the gardening.

Shift patterns -

Where possible you will follow the same pattern as your PS to maximise the amount of time spend directly or indirectly with them. If you experience any problems with your rota or any other aspect of your placement then please speak, in the first instance, with your PS and PA. If you continue to experience problems then speak to the home manager.

There are staff changing facilities on site and you must not to travel in your uniform, as per your university and our company uniform policy, for infection control purposes. The homes have staff room facilities available.

If you have any sickness or absence during your placement you must contact (Phone) the home directly in addition to adhering to your University policy.

**Staff Structure**

|  |
| --- |
| **Home Manager** |
| **Clinical Service Managers** |
| **House managers** |
| **Staff Nurses** |
| **Senior Carers / Nursing assistants** |
| **Carers** |
| **Support services** |

**Our Philosophy of Care**

 **Mission Statement**

**We do our best to support our residents to live well through providing quality care by continually following our principles of service.**

**Principles of Service:**

* **Celebrating Individuality**
* **Acting with Dignity**
* **Retaining Freedom of Choice**
* **Encouraging Independence**
* **Respecting Diversity**
* **Supporting Family and Friends**

Our aim is to ensure that each resident receives care of the highest standard which is individualised, recognises individual likes, dislikes and preferences. The Care Home has a family centred philosophy working in partnership with residents and their families and friends.

Residents will be treated with dignity and respect with a person-centred approach.

**Our Philosophy of Education**

We are committed to providing and maintaining quality of care and learning by offering a wide and varied training programme. Students are encouraged to develop their knowledge, skills and attitude to competently deliver a quality service under direct supervision of registered practitioners.

Students are encouraged to attend any training sessions on offer. You are encouraged to ask questions and we will always endeavour to answer them. Resource material may be accessed via a senior staff member who has internet access and through resources available in each house. However, we expect you to undertake your own learning and development by developing a questioning approach. We look forward to hearing your views, opinions and suggestions about how we can improve the learning experience for students.

We will treat students as individuals and encourage you to become part of the team, engaging with all stakeholders and members of the multi disciplinary team.

We aim to work in partnership with the university in order to maximise the provision of an enjoyable and effective learning environment where students can contribute to the overall aspect of resident care.

**What you can expect from us**

* You will receive induction and orientation to the Care Home
* You will be allocated a PS / PA – your PS might be a senior carer as per the NMC standards, and your PA will be a qualified registered nurse with the appropriate training. This will be dependant on your placement.
* We will discuss your learning needs and outcomes
* We will provide a safe and healthy environment which is conducive to meeting individual student learning needs
* You will be assessed against your course on the NMC platforms, proficiencies and skills annexes; and will provide continuous feedback to help you develop your skills

**What we expect from you**

**We expect you to participate in “living the life of the Care Home”. Engaging with residents, relatives/friends, staff and visiting professionals.**

* We expect to be asked questions and will endeavour to answer the questions. As an adult learner we will also encourage you to seek some of the answers yourself.
* You will be given time for reflection and review
* You will be a valued member of our team whilst on your placement
* We will listen to your feedback from your evaluation and respond to any issues sensitively and take on board comments to influence change
* We expect you to commit to your placement
* We expect you to be respectful and treat residents with dignity
* We expect you to abide by NMC’s ‘The Code’ and the Health and Social Care Standards.
* We expect you to review all platform proficiencies and skills and ask your PS and PA to sign things off in a timely manner, throughout the weeks you are with us.

**LEARNING OPPORTUNITIES**

Prior to commencement of your placement you may wish to consider what experience and pre-existing knowledge you have and what you hope to gain from your placement in terms of further knowledge, skills and experiences that you require in order to fulfil your competencies and meet the standards contained within your pre-registration programme.

Your PS / PA will discuss your learning objectives for your placement in line with your PAD, proficiencies and skills taking into account your previous experience and personal objectives. The following outline of Learning Opportunities available to you whilst on placement in the Care Home should be used as a framework to guide you and your PS / PA to devise a plan of learning for your placement.

You will meet with your PS / PA for regular and consistent feedback which will contribute to the achievement of the learning outcomes, resulting in fair and objective assessment.

The following is a list of possible learning opportunities for you during your placement. The list is neither prescriptive nor exhaustive and you do not have to participate in all the activities identified, but it is hoped you will participate in most of them. There may also be other opportunities for learning available that are not identified in this list or available out with the home.

**COMMUNICATION SKILLS**

* + Effective communication / talking with clients, carers, relatives in a variety of settings.
	+ Use of telephone – answering calls, recording information, dealing with patient and public enquiries.
	+ Discussions with MDT involved in client care.
	+ Awareness of own communication skills – both verbal and non-verbal.
	+ Awareness of and ability to use nurse call system
	+ Effective communication with individual with impaired communication methods (i.e. dysphasia)

**PEOPLE/PERSONNEL RESOURCE**

* + Senior Management
	+ Nursing Team
	+ Social Care Staff
	+ Activity Staff
	+ Admin Staff
	+ GPs
	+ Outside Agencies
		- CHLN/ Specialist Nurses / District Nurses/Care Inspectorate
	+ Physio/OT/Dietician/Social Work

**ASSESSMENT SKILLS & DOCUMENTATION**

* + Admission procedures
	+ Utilising assessment tools
		- Wound Management
		- Nutritional Assessment
		- Waterlow Risk Assessment
		- Falls Risk/Manual Handling Risk Assessment
	+ Care Planning incorporating individual likes/dislikes/choices/preferences.
	+ Providing accurate, factual and comprehensive documentation (incorporating key elements)
	+ Prioritising workload.
	+ Discharge planning and procedures
	+ Coping with loss and bereavement
	+ Clinical assessment – there are usually no other nurses and no medical staff here to assist.

**Care Skills**

* + Developing skills to assist/provide clients with care to meet their holistic needs
	+ Client comfort - hygiene, assisting with continence care, oral hygiene
	+ Understanding principles of patient - centred care
	+ Moving and handling - assistance with mobility
	+ Pressure Area care
	+ Medication Management (knowledge and administration)
		- Oral
		- Injection
		- Nebulisers/Inhalers
		- Eye drops
		- Creams and lotions
		- Rectal medication (enemas, suppositories)
		- Via PEG
	+ Meeting nutritional and dietary needs
		- PEG Feeding
		- Gastrostomy feeding
	+ Catheterisation and catheter care - urethral, supra-pubic.
	+ Bowel management/care
	+ Measurement and recording of systemic observations including blood pressure and blood glucose monitoring.
	+ Wound Care and aseptic technique
	+ Specimen Collection
		- Wound swabs
		- Urine
		- Faeces

**PROFESSIONAL & ETHICAL PRACTICE**

* + Practice within NMC codes of confidentiality, respecting client wishes and decisions.
	+ Privacy, Dignity and respect and the National Care Standards
	+ Recognising and working within your own accountabilities and limitations.
	+ Observing and adhering to area ways of working, operational instructions and local Policies and Procedures.
	+ Legislation
	+ Reflection on own experiences
	+ Use of Evidence Based Practice - SIGN Guidelines etc.

**SAFETY**

* + Infection Control in care Home setting
	+ Personal and area risk assessments procedures.
	+ Awareness of strategy in dealing with stress and distress as well as behaviour that challenges staff.
	+ Fire regulations and evacuation procedures
	+ Safe use of any equipment
	+ Moving and handling
	+ Risk Assessment and Health and Safety Policy and procedures

**MANAGEMENT**

* + Supplies and ordering
	+ Rota management
	+ Care of valuables/client belongings
	+ Audits
	+ Staff
	+ Residents

**OTHER**

* + Care of people with eye problems
	+ Maintenance treatment of various disorders e.g.
		- Anaemia
		- Thyroid Disorders
		- Diabetes
		- Vitamin Deficiencies
		- Stroke
	+ Palliative and Terminal Care
	+ Care of acute and chronically ill people
	+ Care of people with learning disabilities, dementia, Alzheimer’s
	+ Paraplegic patient care
	+ Wound Care
	+ Removal of sutures/clips
	+ Use and maintenance of syringe drivers
	+ Rehabilitation, goal planning and assessment within our Intermediate care house.

**USEFUL INFORMATION**

**Useful websites:**

Glasgow Caledonian University

[www.gcu.ac.uk](http://www.gcu.ac.uk)

Gerontology Interest Group -

[www.paisley.ac.uk/gig/](http://www.paisley.ac.uk/gig/)

Nursing and Midwifery Council -

[www.nmc-uk.org](http://www.nmc-uk.org)

Dementia Services Development Centre -

[www.dementia.stir.ac.uk](http://www.dementia.stir.ac.uk)

Alzheimer Scotland – Action on Dementia -

[www.alzscot.org](http://www.alzscot.org)

Centre for Research into Families and Relationships -

[www.crfr.ac.uk](http://www.crfr.ac.uk)

Dundee University -

[www.dundee.ac.uk/alzheimer/](http://www.dundee.ac.uk/alzheimer/)

National Care Standards -

[www.nationalcarestandards.org](http://www.nationalcarestandards.org)

Health and Social Care Standards

[www.newcarestandards.scot](http://www.newcarestandards.scot)

Online pressure Ulcer workbook -

[www.healthcareimprovementscotland.org/previous\_resources/best\_practice\_statement/prevention\_and\_management\_of\_p.aspx](http://www.healthcareimprovementscotland.org/previous_resources/best_practice_statement/prevention_and_management_of_p.aspx)

Online skintear workbook-

[www.nes.scot.nhs.uk/media/3213856/skin\_tears\_workbook\_interactive.pdf](http://www.nes.scot.nhs.uk/media/3213856/skin_tears_workbook_interactive.pdf)

Care Portal -

[www.ssks.org.uk](http://www.ssks.org.uk)

Sign Guidelines -

[www.sign.ac.uk](http://www.sign.ac.uk)

Social Care and Social Work Improvement Scotland -

[www.scswis.com](http://www.scswis.com)

Scottish Social Service Council

[www.sssc.uk.com](http://www.sssc.uk.com)

The Knowledge Network

www.knowledge.scot.nhs.uk

**More available on QMPLE under suggested reading.**

**Diary Example for students to copy and complete**

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| --- | --- | --- | --- | --- | --- | --- |
| wk | **Monday**  | **Tuesday** | **Wednesday** | **Thursday** | **Friday**  | **Weekend** |
| **one** | PS & PA | PS | 9.30am weekly MDT mtgCase discussion |  |  |  |
| **two** |  |  | PS |  | PS | PS |
| **Three** |  |  | PA | PSInterim ax | PS |  |
| **Four** | PS | PS |  |  |  | PS |
| **Five** |  |  |  | CPD/ Nurses Mtg 2 pm |  |  |
| **six** | PA | PA Final ax | PS | PS |  |  |

**STUDENT EVALUATION OF PLACEMENT**

NHS Education for Scotland’s Quality Standards for Practice Learning state that students are expected to evaluate their practice placement experience. Students are encouraged to evaluate their placements using the University Evaluation on QMPLE – log back in at the end of your placement please.

It would be very beneficial to us if you could take time to evaluate your time within Garnethill Care Home so we can continue to improve our service in providing an exciting and beneficial learning environment for students.

**STUDENT EVALUATION OF PLACEMENT (please submit at end of your placement)**

Please circle appropriate answer

1. I was welcomed to the home and given a full orientation?

Strongly Agree Agree Disagree Strongly disagree

1. I was provided with the learning experience to suit my style and level of learning?

Strongly Agree Agree Disagree Strongly disagree

1. The content of learning appropriate to your needs?

Strongly Agree Agree Disagree Strongly disagree

1. A learning plan and assessment dates were completed on time?

Strongly Agree Agree Disagree Strongly disagree

1. I was given opportunities to attend further training sessions within the home?

Strongly Agree Agree Disagree Strongly disagree

1. I was given time for reflection, reviews and my PS / PA supported me during my placement?

Strongly Agree Agree Disagree Strongly disagree

1. I found this induction pack beneficial?

Strongly Agree Agree Disagree Strongly disagree

1. Is there anything you feel we could add to your learning experience to enhance your time with us?

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Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dates of Placement \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PS / PA names \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for taking the time to complete this evaluation, your comments will enable us to improve our learning environment. We hope you have enjoyed your time with us and that you have gained further knowledge and skills to aid you in your nursing career.

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| --- | --- | --- | --- | --- | --- | --- |
| week | **Monday**  | **Tuesday** | **Wednesday** | **Thursday** | **Friday**  | **Weekend** |
| **one** |  |  |  |  |  |  |
| **two** |  |  |  |  |  |  |
| **Three** |  |  |  |  |  |  |
| **Four** |  |  |  |  |  |  |
| **Five** |  |  |  |  |  |  |
| **six** |  |   |  |  |  |  |