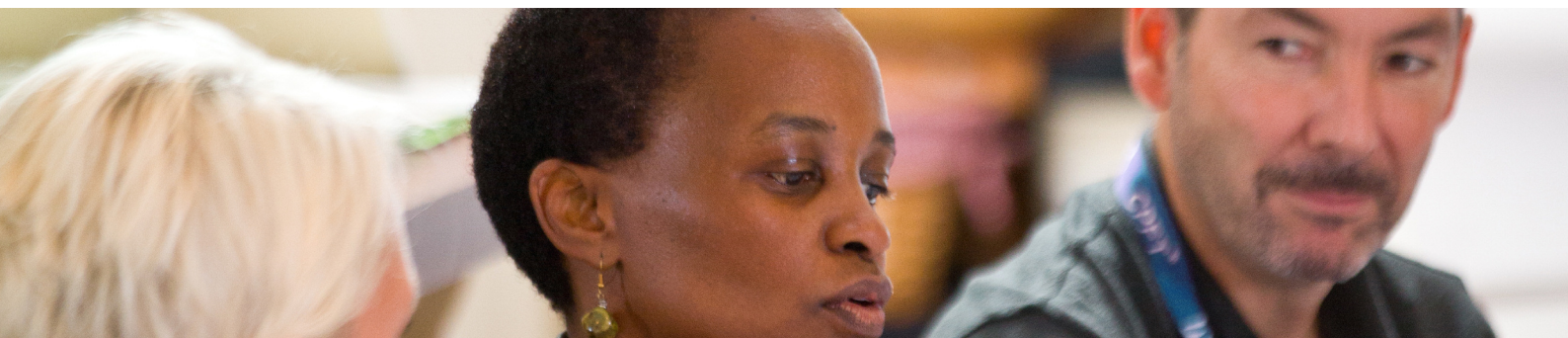




Getting on board

Employees' on-boarding and induction guide



Getting on board

Welcome to Cambridgeshire and Peterborough NHS Foundation Trust!

We are happy to you have chosen to be part of CPFT. We understand that the first days, weeks, and months are filled with new information and lots of questions. Your success at CPFT is of paramount importance and, therefore, we have put together this program with what we think you may need or want to know about your team, your department and CPFT.

CPFT is growing and all of our accomplishments rest on the passion and commitment of our staff. We hope you are inspired by the culture of excellence and feel supported by your team and the organisation that is keen to support you throughout your career.

During your on-boarding / induction process, we want you to become familiar with CPFT and build relationships with colleagues and other relevant stakeholders. Below are some key things to consider throughout the on-boarding process:

- Building relationships
- Be open to learning about our culture
- Ask questions to ensure an understanding of your role, the team and the organisation
- Seek multiple points of view
- Work with your manager and colleagues to determine and clarify performance measures
- Learn about the Trust's strategy, vision and values
- Proactively participate in the on-boarding / induction at all stages

As part of the on-boarding / induction process, you will be meeting people who can provide information for you and are important within your role. This is a great time for you and these individuals to:

- Provide a description of your role and understand theirs
- Discuss potential points of connection
- Discuss helpful perspectives on the organisation and culture from your point of view
- Get their perspective on how to be successful at CPFT
- Address questions you may have for the individual

To comply with Care Quality Commission requirements, your local induction must be fully completed and signed by you and your line manager / buddy. On completion, your line manager will then complete the online submission to confirm the local induction has taken place. Details of this can be found on the checklist, or you can go to the corporate induction information on the CPFT Academy website.

In the next few pages, you will see the different roles colleagues play in your on-boarding process. There is also a checklist to help you through the process.

We look forward to working with you!

On-boarding team roles

Your on-boarding team should consist of the line manager, a buddy and you. Department administration staff also play support roles by providing templates and offering information. This chart documents the role that each play.

Department admin	Line managers	Buddy	New employee
Provide tools; assist line manager to create the on-boarding plan	Create on-boarding plan (i.e. identify buddy, on-boarding / induction events and key stakeholders)	Work with the line manager on creation of on-boarding plan (i.e. on-boarding activities, events and key stakeholders)	Listen and brainstorm ideas that you think will help you learn your new role.
Work with line manager to ensure system access and equipment are provided	Co-ordinate pre-arrival contact for first or day of new team member	Serve as buddy for new team member	Build relationships
Provide support and guidance to new employee on using the CPFT Academy to access and book classroom-based/online mandatory training	Ensure system access and equipment are provided on day one	Help the new team member navigate the organisation	Be open to learning about the Trust vision and values
	Check in with new employees to make sure they have what they need on their first day as well as again when new questions arise	Provide insight about the culture and how the organisation works	Ask questions to ensure understanding of role and responsibilities
	Assist new team member with integration into peer group	Connect the new team member to peers and key stakeholders	Work with line manager and colleagues to determine and clarify performance measures
	Establish time-based milestones to check in with new employees to see how things are going	Meet regularly to touch base and check progress	Proactively participate in the on-boarding and induction process
	Review performance management process and expectations.	Ensure new team member has necessary resources; provide contacts	
	Maintain open lines of communication and collect feedback about the on-boarding process	Provide support on systems and process questions until training is completed	

On-boarding checklist

Before start date

- | | |
|--------------------------|--|
| ☐ | Check what documentation, including proof of eligibility to work in the UK, car documentation, etc., you may need for your first day |
| ☐ | Complete new starter paperwork, P2 for payroll and P9 for car user (if applicable) |
| ☐ | Confirm date, time and location of first day / induction arrangements |
| ☐ | Review any "pertinent reading material" that may have been identified by your department (including policies and procedures), review Trust website, handbook and on-boarding guide |

First week

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|--------------------------|---|
| ☐ | Attend corporate induction
Date:..... |
| ☐ | Contact IT to get password to permit log-on to CPFT system |
| ☐ | IT Helpdesk: 0800 996 996 |
| ☐ | Set up e-mail signature – information on corporate communications intranet page |
| ☐ | Receive office and building keys and/or arrange electronic access |
| ☐ | Review building safety/security/emergency procedures |
| ☐ | Tour of office / building; be certain to identify entrances and exits, emergency exit routes, fire extinguishers, fire alarms, toilets and kitchen / rest areas |
| ☐ | Meet with on-boarding buddy |
| ☐ | Check you have all required equipment and work with buddy to log in and check all equipment is working |
| ☐ | Go on to the CPFT intranet and look at the on-boarding / induction page for relevant information including: <ul style="list-style-type: none">• ESR log-in – payslips and checking details• Healthroster – rota, booking leave (employee on-line)• CPFT Academy – identify mandatory training requirements applicable to role and book any face-to-face training. Allocate protected time to complete any e-learning |
| ☐ | Review CPFT Policies and Procedures page |
| ☐ | Review local induction checklist |
| ☐ | Review job description, KSF and expectations for working in the department. It may be helpful to check with your buddy about these things: <ul style="list-style-type: none">• Get a copy of your job description if you don't have one• Department organisational chart• Your roster, if applicable• How you will be trained – by whom• Performance indicators for your job• How performance is evaluated (whom, how often) |

First two weeks

- | | |
|--------------------------|--|
| ☐ | Meet with your manager to clarify the purpose of your role; how your work fits into the team, and how it contributes to the Trust vision and values mission and vision |
| ☐ | Explore the CPFT Academy and any other training that is required for you to undertake |
| ☐ | Keep open communication with your manager about your initial learnings and training needs. Request time to go over performance expectations and goal-setting process |
| ☐ | Check-in with buddy |
| ☐ | Start to complete local induction checklist (at end of this booklet) |
| ☐ | Read Staff News and continue to explore intranet |

Within first month

- | | |
|--------------------------|--|
| ☐ | Conclude local induction checklist |
| ☐ | Complete mandatory training |
| ☐ | Meet with buddy and line manager as and when required |
| ☐ | Review CPFT vision, values and strategy |
| ☐ | Review the intranet for information on supervision and appraisal and ensure your supervision and appraisal details are correct in the CPFT Academy. If not, notify appraisals@cpft.nhs.uk of the correct information |

First three months

- | | |
|--------------------------|---|
| ☐ | Participate in initial objective-setting and supervision |
| ☐ | Review appropriate KSF outline for band |
| ☐ | Continue to review job description to ensure that you are meeting your job |
| ☐ | Check with line manager / supervisor if you have completed all mandatory training and if there is any supplementary training that would be useful |
| ☐ | Complete new starter questionnaire |
| ☐ | Continue to review performance through coaching / feedback working on areas for development |

First six months

- | | |
|--------------------------|---|
| ☐ | Review progress on job duties, expectations, performance goals and professional development goals |
| ☐ | Regularly discuss your CPFT experience with your manager <ul style="list-style-type: none">• Is everything what you expected?• What's working well, what could be improved?• Do you need extra support, training or resources?• Discuss your professional development goals and recognise appropriate learning opportunities |
| ☐ | Ensure all mandatory training is completed |

Local induction checklist for permanent employees

Both you and your manager must sign the declaration on completion. This checklist must be fully completed within four weeks of your start date. On completion your manager must:

- Complete and submit the online *local induction checklist mandatory declaration form*, which can be found on the CPFT Academy website
- Retain the original completed local induction checklist in your personal file as part of the on-boarding plan

It is an expectation that you will attend corporate induction prior to starting employment. However, if you have not attended corporate induction prior to starting:

- You must attend corporate induction within four weeks of start
- A risk assessment will be completed and retained in your file

This is the local induction checklist that has been designed, along with the on-boarding documentation, to help you become further acquainted with your working environment and department, and policies and procedures related to your role.

To monitor progress you, along with your line manager or buddy, are required to date each item once you have completed it. Once the induction has been completed, your manager must inform the Learning and Development Team this has been done via the online *local induction checklist mandatory declaration form* that can be found on the CPFT Academy website.

Date attended corporate induction:

Documents check	Line manager signature
• Check appointment documentation has been completed and signed – relevant copies to personal file • Copies of all relevant qualifications taken and placed on personal file including professional registration checks where relevant - e.g: • NMC registration • HCPC registration • GMC registration • Other • ID documentation has been checked and copies are present on personal file	

The job and terms and conditions of employment

Information discussed and provided	Date of completion
1 Check to confirm terms and conditions of employment are understood	
2 All clinical / registered staff to be reminded of their responsibility to maintain their professional registration and the implications of failing to do so. Staff should also be reminded of their responsibility to ensure that their registering body is kept up to date with any changes in their details including a change of name or address	
3 Explanation of the duties of the role, job description and the standard of performance required, and conduct expected	
4 Advised of the organisation of the NHS, the Trust, ward / department	
5 The Trust's vision and values	
6 Immediate supervisor / lines of accountability and reporting	
7 Serco Employment Services – payroll, Serco training, pensions, recruitment	
8 Temporary Staffing Services - Trust use of TSS and Bank Plus (if applicable) - Process for joining the TSS	
9 Hours of duty and / or rota requirements and rules including any European Working Time Directive (EWTD) guidance	
10 Leave - Health Roster (Employee online) - Sickness notification and arrangements - Leave entitlement - Rest break arrangements	
11 Transport arrangements - Guidance on business travel documentation - Travelling on Trust business - Claims procedures – E-expenses - Car parking / permits (if applicable) - Driving licence, MOT, certificate of insurance checked if expected to drive any form of transport. Place copies on personal file	
12 Code of conduct for role - Professional Code of Conduct - Code of conduct if appropriate to role - For healthcare staff band 2-4 provided with DOH Code of Conduct for Healthcare Support Workers	
13 Performance appraisal arrangements - Line manager and appraiser notified to appraisals@cpft.nhs.uk - Interim objectives after three months	

The job and terms and conditions of employment (cont)

Information discussed and provided	Date of completion
14 Operational supervision arrangements	
15 Professional supervision arrangements (if applicable to role)	
16 Preceptorship arrangements (if appropriate to role)	
17 Disciplinary procedure	
18 Capability procedure	
19 Dignity at work / bullying and harassment	
20 Equality and diversity	
21 Patient Advice and Liaison Service (PALS) and complaints procedures	
22 Professional and personal boundaries including gifts and gratuities	
23 Smoke-free policy	
24 Substance use policy and guidance for staff	

Health, safety and security

Information discussed and provided	Date of completion
25 Fire	
Fire policy / local fire procedures	
Procedure on discovering a fire	
Location of fire alarms	
Firefighting and extinguishers	
Evacuation procedures and exit	
Local fire warden(s)	
Mandatory fire update requirement	
Issuing of fire alarm key – if applicable to inpatient area	
26 Health and safety	
- Health and safety policy - How to report accidents/incidents (Datix) - Local first-aiders - Location of first-aid box/equipment - Location of Health and Safety Executive notice in building - Name of local first-aid representative - Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)	
27 If the new staff member is under 18 years old, a young person's risk assessment must be completed	
28 Display screen equipment assessment	
Display screen equipment assessment arranged if appropriate	
29 Manual handling - people and non-people	
- Manual handling: Safer handling policy - Mandatory people moving and handling training update - requirements if appropriate to role - Moving and handling non-people update requirements	
30 Control of Substances Hazardous to Health (COSHH)	
COSHH local procedures	

Health, safety and security

Information discussed and provided	Date of completion
31 Infection prevention and control • Infection prevention and control policy • Policy and procedure for the prevention and management of sharps injuries and accidents involving exposure to blood and body fluids • Infection prevention and control local procedures • Mandatory training • Reporting of Injuries Diseases and Dangerous Occurrences (RIDDOR)	
32 Safety and security • Trust management of violence and aggression • Local personal safety procedures • Personal safety training / lone working • Restraint of violent service users	
33 Food hygiene • Food Hygiene Basic Certificate – booked on to basic food hygiene course if appropriate to role	
34 Health and wellbeing • Occupational Health Service • Staff Wellbeing Service • Insight	
35 Health and safety issues pertinent to the employee's work area not yet covered. Please note below	
36 Care Programme Approach (CPA) • Trust requirements	

Quality standards

Information discussed and provided	Date of completion
• Care planning policy	
37 Care Quality Commission (CQC) Key Lines of Enquiry (KLoE)	
38 Integrated Compliance Assessment (InCA) Tool • All clinical staff – overview of the InCA process, the requirements and awareness of the standards covered by the assessment • Ward managers/deputy ward managers – an introduction to InCA iPad assessment tool	
39 Physical assessment of service users • The requirements for undertaking the physical assessment of service users. Band 5 upwards clinical inpatient nursing staff only	
40 Medical emergencies • Management of medical emergencies policy incorporating resuscitation and Do Not Attempt Resuscitation – DNAR	
41 Medicines management • Correct procedure for completion of medicine charts • Medicines administration competency assessment • Medicines policy	
42 Observation of service users • Undertaking safe observations of service users as required by the Trust's enhanced observation and engagement policy	

Information discussed and provided	Date of completion
43 IT • Information security and confidentiality • Department systems • Network access / intranet	
44 Information security policy including: • Personal computer security • Acceptable use of e-mail • Acceptable use of internet	

Clinical governance / risk management

Information discussed and provided	Date of completion
45 Information governance: • Importance of confidentiality • Trust Standard Operating Procedure (SOP) for processing correspondence (SOP issued) • Record-keeping and records management • Patient data • Employee data • General Data Protection Regulations (GDPR) • Contract data • Communication with press and outside agencies • Open practice policy • Caldicott Guardian	
46. Incident reporting • Near Miss, Incident and Serious Incident (SI) policy and procedure • Process of reporting an incident explained • Process of recording incidents on Datix explained where relevant to employee role • For managers – Investigations of incidents explained • Stop the Line – procedure explained	
47 Safeguarding adults and children • Ensure staff member knows the contact details of the safeguarding children team/SOVA Leads • Ensure staff member knows who their safeguarding adult / children link in the team	
48 Completion of medical records • Clinical record-keeping policy • Procedure for the completion of clinical records	

Communications

Information discussed and provided	Date of completion
49 Internal Communications • Staff News • Trust intranet • CPFT public website • Team meetings • Social media policy	

Learning and Development and mandatory training

Information discussed and provided	Date of completion
50 Internal and external training • Accessing Learning and Development information • CPFT Academy account • CPFT Training prospectus • Learning and Development and study leave policy	
51 Mandatory training • Mandatory training (risk management) policy • Mandatory training compliance responsibilities • Accessing mandatory training	
52 Classroom training dates for clinical staff • Physical intervention five-day course (must be completed within 3-6 months of start date)	Dates booked for:
• People moving and handling induction – must be completed within four weeks of start date if not on corporate induction	
• Basic life support or MERC – must be completed within four weeks of start date if not covered on corporate induction	
• Safeguarding children level 3 – must be completed within four weeks of start date	
• Clinical risk level 2 – must be completed within four weeks of start date	
• Conflict management in older people's mental health - must be completed within 3-6 months of start date	
• Managing challenging behaviour in children – must be completed within 3-6 months of start date (for Croft staff only)	
• Care certificate for identified clinical support staff band 2-4	

Learning and Development and mandatory training (cont)

Information discussed and provided	Date of completion
53 If newly appointed to management role: • New managers' induction • Recruitment and selection • Sickness absence management • Performance management • Employee relations	
This information on mandatory training requirements is current at July 2018. Please refer to your CPFT Academy account for individual mandatory training requirements.	
54 Core e-learning that needs to be completed within four weeks of start date: • Safeguarding children level 1 – non-clinical staff	Dates booked for:
• Safeguarding children level 2 – clinical staff if level is appropriate to role	
• Safeguarding vulnerable adults – non-clinical staff	
• Treating people with respect – all staff	
• Good governance	
• PREVENT / WRAP – non-clinical staff	
This information on mandatory training requirements is current at July 2018. Please refer to your CPFT Academy account for individual mandatory training requirements.	

Department- / team-specific induction requirements

Information discussed and provided	Date of completion

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Useful links / information

Agenda for Change NHS Terms and Conditions of Service handbook
www.nhsemployers.org/tchandbook

Information on ESR self-service
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/Pages/Electronic-Staff-Records.aspx>

Serco Employment Services
T 0800 0181 990 - Monday to Friday, 8am to 5pm, or contact employmentservices@asp.nhs.uk

E-expenses
<https://www.sel-expenses.com/shared/logon.aspx>

Healthroster and EmployeeOnline
<https://cpnfteol.allocate-cloud.com/EmployeeOnlineHealth/CPNFTLIVE/Login>

NHS Pensions Agency
www.nhsbsa.nhs.uk/Pensions.aspx

Nest Pensions
www.nestpensions.org.uk/schemeweb/nest.html

CPFT Policies and Procedures
www.cpft.nhs.uk/help/documents-that-guide-practice.htm

Staff Wellbeing Service
E staffwellbeingservice@cpft.nhs.uk
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/StaffMatters/SitePages/Staff%20Wellbeing%20Service.aspx>

Insight Wellbeing at Work
T 24-hour helpline 0800 027 7844 or 0300 555 0120
www.insightwellbeingatwork.org

Wearing2Hats
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/StaffMatters/SitePages/wearing%20two%20hats.aspx>

Trade unions
<http://nwww.intranet.cpft.nhs.uk/Governance/Pages/Trade%20Unions.aspx>

Freedom to Speak Up
T 01223 885777
E freedomtospeakup@cpft.nhs.uk
<http://nwww.intranet.cpft.nhs.uk/governance/whistleblowing/Pages/default.aspx>

Stop the Line
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/DiamondTalkback/Pages/Stop-The-Line.aspx>

Datix
<https://nwww.riskreporting.cpft.nhs.uk/index.php>

Childcare
<https://www.childcarechoices.gov.uk/>

CPFT Academy
<https://learning.cpft.nhs.uk/login/index.php>

Appraisal and Supervision
E appraisals@cpft.nhs.uk
<http://nwww.intranet.cpft.nhs.uk/sites/Corporate/PeopleBusinessDevelopment/HR/SitePages/Appraisals.aspx>

Learning and Development
E learning@cpft.nhs.uk

Leadership and development
E cpftleadershipdevelopment@cpft.nhs.uk

Library
E fulbourn.library@cpft.nhs.uk

Intranet
<http://nwww.intranet.cpft.nhs.uk/Pages/Home.aspx>

Website
www.cpft.nhs.uk

NHS Anonymous Fraud Reporting Line
T 0800 028 4060

CPFT intranet
www.intranet.cpft.nhs.uk

Twitter: @CPFT_NHS
Facebook: cpftnhs/
YouTube: CPFTvideo
Instagram: @CPFT_NHS
LinkedIn: CPFT

If you require this information in another format such as braille, large print or another language, please let us know

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