



Cheshire and Wirral Partnership  
NHS Foundation Trust



# Your Staff Handbook



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# Welcome to CWP

Cheshire and Wirral Partnership NHS Foundation Trust (CWP)'s **vision** is to “lead in partnership to improve health and wellbeing by providing high quality care”. What this means in practice is that we strive daily to enable the people we serve to be the best that they can be and to wrap our services and support around their needs. We call this being **person-centred**. This is **why** we exist, this is our **purpose**.

How we go about achieving this purpose is shaped by our **values** – those **things that matter most** to us. We summarise our **values** as:

- Care
- Courage
- Competence
- Compassion
- Commitment
- Communication

We expect everyone working with and for us to demonstrate these **values** in how they **behave**. We are not prescriptive about what these specific **behaviours** should be. Instead, we hold in common a few **principles**, or “**simple rules**”, to guide our people in upholding our values in a person-centred way.

In delivering services, CWP starts with the health needs of the local population not the needs of our organisation. We exist only to serve those needs not to protect the interests of CWP. We always ask who is best placed to meet those needs – does CWP have the capability on its own or, more likely, can we work in partnership with other people and organisations?

Collaborative **relationships** based on **trust** are central to the way we work - whether that is between CWP colleagues (of whatever role or profession) or with commissioners, regulators, other providers and, critically, the people (and their carers) who access our services. We always seek to apply our values and principles to these relationships. We will build relationships based on mutual respect and collaboration for a shared purpose.

In reviewing current or potential services, CWP uses an assessment framework built on a commitment to **quality** and **zero harm**. Any service that CWP delivers alone or in partnership must meet these requirements.

We have around 3,400 staff working across over 60 sites in Cheshire and Wirral, alongside specialist services in Sefton, Bolton and Trafford and other areas we work in. Together, we provide support for a population of over a million with more than 14,000 members, including people who access services, carers and members of the public, who all ultimately hold the Trust to account for providing safe and high quality services.

A big part of our work is involving local people in the work of CWP to make our services better and help improve our communities. We want to make sure that a variety of voices are heard and current experience is learned from. Our aim is to involve a variety of people who have an interest in CWP services.

We believe that equality, diversity and inclusion is a vital, integral part of working that underpins all aspects of our vision and values. To find out more, please visit the Trust website.

## Information for new starters

By working at CWP you'll gain specialist experience in a recovery focused Trust with an international reputation for delivering high quality patient care. CWP takes an active approach in tackling health inequalities, reducing stigma and improving the lives of all those who use our services.

- Every member of staff, regardless of their role, makes a difference, directly and indirectly, to the service we provide to our communities.
- We aspire to provide integrated care in the community and within inpatient settings based on best practice and outcomes.
- Our services are developed and led by clinical staff.
- We are keen to work in partnership with patients, staff and other organisations to deliver the best care possible.
- We strive for clinical excellence by ensuring there is a framework to deliver quality improvements, the safety of patients and quality outcomes.

### Starting at CWP

You will receive a date for your Trust induction shortly after you begin. This is your opportunity to meet other new starters, hear from a member of the Board, understand the impact of the valuable work we do from people who have accessed our services and find out how we can support you to be the best you can be in your career with us.

Our corporate induction normally takes place on the first Monday (and currently Tuesday for clinical staff) of each month. Your local induction will help you familiarise yourself with your team, your role and the area you are working with. It's also a great opportunity to think about the support you need to do a great job.

When starting with the Trust your manager or induction buddy will sit down with you and run through the induction checklist. This will provide you with information relating to appraisals, supervision, car parking permits etc.

People Services are here to support you during your CWP career and includes HR, Wellbeing Services, People Information, Resourcing and Temporary Staffing and Organisational Development.

## **Your contract**

Before or shortly after beginning work with the Trust, you will be sent a statement of terms and conditions of employment. This will contain the main details of your pay and conditions of service.

## **Hours of work**

Your statement will include details of your contracted normal hours of work per week. You are required to be punctual and to observe the prescribed hours of work. If you are likely to be late, you should advise your line manager as soon as is reasonably practicable.

## **Your pay**

You can find details of your pay band and salary in your terms and conditions. Within each pay band there will be a number of pay points to allow for pay progression. Incremental pay progression will be dependent on being compliant with a number of criteria, details of which are set out in the trust's incremental pay progression scheme.

You will be paid monthly, by bank or building society transfer, on the 28<sup>th</sup> of each month (or the last working day before the 28<sup>th</sup> where 28<sup>th</sup> falls on a weekend or bank holiday). You will receive a payslip setting out details of your gross pay and any deductions and net pay.

## **Annual leave**

The annual leave year runs from 1 April to 31 March for all staff employed on Agenda for Change Terms and Conditions. Entitlement to annual leave varies according to length of NHS service, which may not necessarily be continuous.

Annual leave and public holiday entitlements are based upon the following lengths of NHS aggregated service:

- On appointment – 27 days plus 8 public holidays
- After five years' service – 29 days plus 8 public holidays
- After ten years' service – 33 days plus 8 public holidays

The number of public holidays will vary year on year, dependent on when Easter falls, so leave entitlements must be recalculated for each annual leave year. Your manager can provide further information about holiday entitlement and restrictions on when annual leave can be taken. The timing of all leave is subject to the agreement of your line manager.

## Calling in sick

We use an automated telephone line to register sickness absence. Attendance Line is available 24 hours a day. Should you be unwell and unable to work, please call 01244 434112 to register your absence. You will need to have your assignment number, an 8 digit number which you can find on your Attendance Line Registration Card or on your payslip, to hand when you call. You will be asked to choose a main reason for your absence and to confirm how many days you expect to be off work. When you complete your call, your manager will receive an alert to inform them of your absence and may call you back to discuss things in more detail with you. We ask for your reason of absence to help us identify how we can best support you.

You should also check with your manager to understand if there is any local sickness reporting protocol. We ask all employees to follow the Trust's procedure to report sickness in order to qualify for occupational sick pay. If you are off sick from your substantive role you must not undertake any other paid or unpaid work. You can find out more in the Managing Attendance policy.

## Staff benefits

### National Living Wage

We have signed up to the Living Wage to ensure every member of our workforce earns, as a minimum, the 'living wage' as determined by the Living Wage Foundation. **This is higher than the government's minimum wage** and isn't offered locally by other NHS Trusts.

### Join our staff bank

Our Temporary Staffing team provides a seven day service, which enables wards and departments to request bank cover. Our bank covers a range of staff groups including; nursing, administration and clerical, medical and allied health professionals (AHPs). The team also co-ordinate the booking of all agency staff within CWP. It is an opportunity to gain valuable experience in different wards or teams. For more information about CWP Temporary Staffing, please call 0151 343 5547 or email [tempstaffing@cwps.nhs.uk](mailto:tempstaffing@cwps.nhs.uk)

## **NHS Pension**

The NHS Pension Scheme continues to be one of the most comprehensive and generous schemes in the UK and is a key part of the reward offer for employees in the NHS. You are automatically entered into the NHS Pension Scheme unless you state otherwise, and you can read more about the NHS Pension Scheme on the intranet. If you have more questions or would like to speak to someone, you can also contact Payroll on 01244 36400 or email

[coc-tr.cochpayrollofficers@nhs.net](mailto:coc-tr.cochpayrollofficers@nhs.net).

## **Total Reward Statements**

You can see a personalised summary of your full NHS employment package, including details of your basic pay, allowances and NHS Pension Scheme benefits by logging into ESR and accessing your Total Reward Statements. You can find out more on our intranet.

## **Childcare vouchers**

To support our workforce to achieve a balanced working life, for those who are parents and faced with the costs associated with childcare, you may consider childcare vouchers. To help with these costs you are able to convert a portion of your salary into Fideliti childcare vouchers allowing you to make significant savings on your existing childcare costs. If you would like to know more, please contact your local HR Advisor on 01244 393125 or the Fideliti helpline on 0800 288 8727.

## **Cycle to work scheme**

Staff who cycle to work have the opportunity to buy bike and safety equipment from a number of specific local bikes shops and pay for it tax free via salary sacrifice over twelve months. For more details, visit the Trust intranet, [www.cycle2work.info](http://www.cycle2work.info) or call 01244 393264 to speak to a member of the Finance team.

## **Car lease scheme**

If your role requires you to drive at least 2500 miles a year, you may be eligible for a car lease. This is a cost-effective private car leasing scheme and the costs that are taken from gross salary make tax, National Insurance and pension savings. If you think this may be for you, please study all terms and conditions carefully, speak to a member of the Finance team or read more on the intranet.

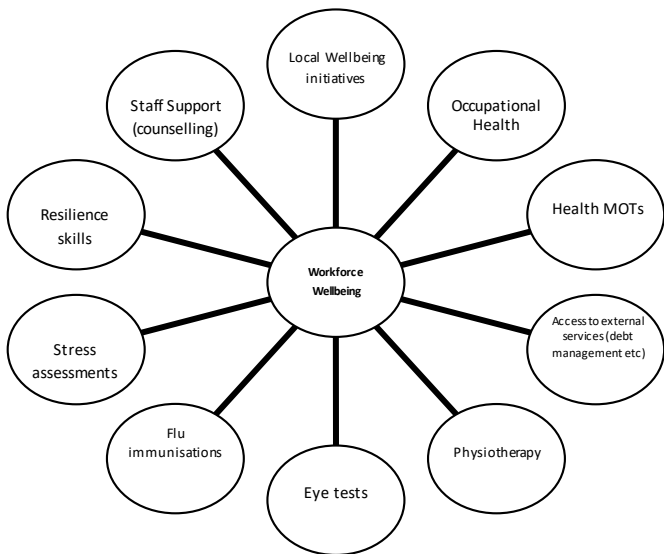


## NHS discounts and benefits

Many retailers offer a range of discounts to NHS staff. You can find these on the Trust intranet as well as online at [www.healthservicediscounts.com](http://www.healthservicediscounts.com) and through local promotions.

## Supporting you

Our vision for health and wellbeing is to create a workplace where wellbeing is valued, supported and is everyone's responsibility. It will enable us all to enjoy positive physical, mental health and wellbeing to be the best we can be and in turn provide exceptional patient care. Below is just a taste of how we can support you.



## **Wellbeing Services**

We aim to support staff in maintaining their wellbeing; ensuring our staff are both physically and mentally able to provide high quality service and care. Services are confidential and are run by highly qualified professionals providing a range of free to access services which employees can self-refer to, or be referred to by their manager. Please visit the intranet to find out more including how to book appointments or email [workforcelandwellbeing@cwpl.nhs.uk](mailto:workforcelandwellbeing@cwpl.nhs.uk). Our Health and Wellbeing strategy is constantly evolving to meet the needs of our workforce.

## **Raising concerns and Freedom to Speak Up Guardian**

We are not a perfect organisation. We get things wrong but our commitment is not to shy away from or hide our mistakes. Rather it is to be honest with each other, to encourage everyone to **speak up**, to seek first to understand and to **learn** from what we have done well and what we could have done better. The role of Freedom to Speak Up Guardian is to provide confidential advice and support to staff in relation to concerns they have about patient safety, bullying, harassment or any other concerns in the workplace you don't feel you can raise through normal routes. Our Guardian is Andrea Hughes, associate director for nursing and therapies physical health. Contact Andrea on 01244 397643, or email [raisingconcerns@cwpl.nhs.uk](mailto:raisingconcerns@cwpl.nhs.uk). You can also become a Freedom to Speak Up ambassador and support our workforce to become empowered to both raise and respond to concerns.

## **Flexible working and special leave**

Flexible working practices have benefits for the staff, those using our services and the Trust. There are a range of policies to support you, some of which are designed to support you achieve a healthy work life balance and some which are there to help you during times of crisis. We encourage you to explore what this could mean for you and work with your manager to help you balance home and work commitments. Examples of these policies include maternity and paternity leave, adoption leave and study leave. Speak to your manager, contact People Services or view the relevant policies online.

## **Staffside**

Staffside is made up of all the recognised trade unions and professional bodies representing CWP staff. They meet across the Trust on a regular basis both formally and informally with senior managers and locally with operational managers to discuss issues, give updates and raise points of concern. Their aim is to resolve any concerns from staff or managers as quickly and informally as possible and to work in partnership to promote and share best practice and to involve staff in service developments. Contact your local or national union office, or visit the intranet for more information.

## **Supervision**

Supervision is protected time with your manager to discuss your current workload and objectives, as well as a safe space to discuss any other issues you may like to raise. Supervision is an important way of keeping in touch with your manager, and identifying support for you, as well as priorities in your role. You may find it handy to book several dates in at once to ensure that you access this support.

## **Spiritual care and chaplaincy**

Anyone can access the trust's spiritual care and chaplaincy. Please contact one of the Chaplains on 01244 364543 if they can help in any way, or to assist in contacting a representative of a particular faith group.

## **Your security**

We want to provide a safe and secure environment for all those who use our services and those who work in them. CWP has a designated Security Management Specialist, who has responsibility for the overall security of the trust including investigating security incidents, providing supportive advice, enforcing sanctions against those responsible and seeking redress through the criminal and civil justice systems. You can contact our Security and Safety Lead on 01244 385174 or 07827307334.

## **Basic security tips**

- Report all incidents using accurate and factual data on Datix
- Plan ahead and risk assess hazards
- Keep all personal belongings locked away safely
- Keep confidential information secure.
- Lock all doors
- Appropriately challenge all unknown visitors

- Know your environments and park safely
- Ensure that someone knows where you are at all times (phone numbers/places)
- Ensure your phone is always charged and working
- Report all lone working concerns to line manager

## **Safeguarding**

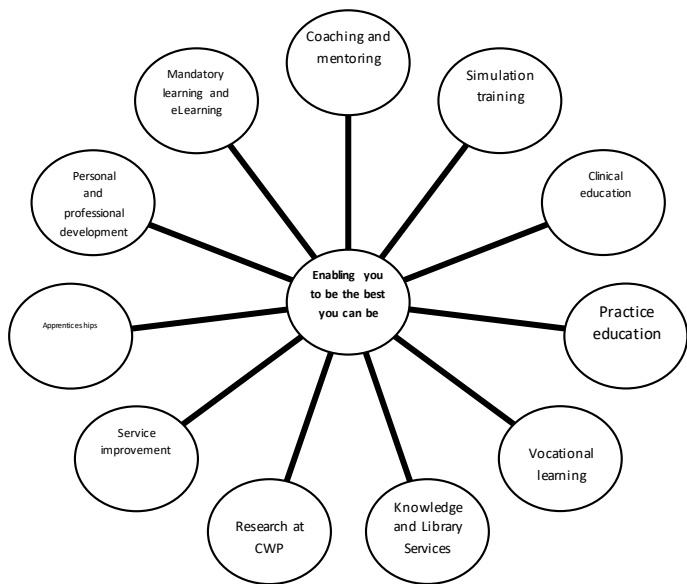
Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. It's essential that you complete the relevant training so you are clear about what to do if you identify anyone at risk.

## **Enabling you to be the best you can be**

We understand that there are a number of factors that contribute to enabling you to be the best you can be, and a key element of this is your training and development.

Education CWP is responsible for providing access to training and development. Through Education CWP you can access a wide and diverse range of development to support you in your role and for your future career progression. We recognise that learning isn't always done in the classroom and offer a variety of innovative learning opportunities for you.

You can find out more about the wide range of training and development on offer by visiting the Education CWP intranet site, calling 01244 397255 to speak to a member of the team or emailing [educationcwp@cwps.nhs.uk](mailto:educationcwp@cwps.nhs.uk). Below is a flavour of what is on offer.



## Knowledge and Library Service

All our staff and students on placement with CWP are eligible to join the library service. We can help you find evidence, best practice, source articles, find books and provide training on how to get the best out of the resources. We also have resources for our management and admin workforce. Email [library@cwps.nhs.uk](mailto:library@cwps.nhs.uk) or visit our intranet pages.

## Research at CWP

Research is key to improving our services and ensuring excellent patient care. At CWP this includes a wide range of studies including cutting edge studies in Alzheimer's disease, schizophrenia, genetics studies and public health. These studies feed into the national and international evidence improving patient care. We are always keen to support high quality research. Visit the intranet or email [research@cwps.nhs.uk](mailto:research@cwps.nhs.uk).

## **Listening to you**

There are a number of ways we listen to you, and we hope that you will embrace any opportunity to have your say. What you say can really help shape improvements in your area, as well as make changes to the experience of our staff and those who use our services. We can only grow based on what we know.

### **Big Conversation**

Our engagement programme, 'Big Conversation', provides chances to connect with our colleagues throughout the year. Our aim is to give staff across the Trust a variety of regular opportunities to find out more about what is going on at CWP and in their area, as well as a platform to shout about local achievements, successes and innovation. We want everyone to get involved and if you have ideas about engagement in your area or would like to highlight your local successes, please contact Organisational Development on 01244 393132. You can find out more about local events by checking the intranet, noticeboards and in regular updates.

### **Going the Extra Mile Awards**

Anyone can nominate a member of their team, a colleague or any member of CWP staff through the intranet. We celebrate achievements throughout the year, and encourage you to share your stories with us.

### **Annual NHS Staff Survey**

The NHS Staff Survey provides vital information to the Trust about what it is like to work here. Participation in the Staff Survey is strictly anonymous and the Trust cannot identify responses from any individual. The survey is managed by an external agency to comply with a national set of rules ensuring appropriate process and confidentiality. Every year we listen to what staff are saying and look at what actions we can take to make CWP a better place to work and receive care. Our performance is also compared against other trusts nationally. If you receive a copy of the survey in the future, please complete and return it; your views matter. You can find out more about the NHS Staff Survey on the intranet.

## **Staff Friends and Family Test and Cultural Barometer**

Another way you can have your say is in a national survey called the Staff Friends and Family Test (SFFT) and Cultural Barometer. This survey asks whether staff would recommend the Trust to their friends and family as a provider of care and treatment and as a place of work. Involvement in the SFFT survey is anonymous and the results are shared with management teams to improve services. Results are also shared nationally as a benchmark for the Trust.

## **Appraisal**

Your appraisal is really important, as it gives you a chance to sit down with your manager and have a meaningful conversation about your performance at work, how they can support you in your role, as well as an opportunity to develop your future objectives. At CWP we carry out appraisals in a phased approach.

- Band 7 and above – April to June
- Bands 5 and 6 – July to September
- Bands 1 – 4 – October to December

Doctors' appraisals are undertaken in a separate process.

Our aim is to provide a more structured schedule to improve compliance and ensure that all staff have protected time to do a quality and meaningful appraisal. The appraisal workbook has been simplified and adapted to ensure that conversations are person-centred and focused on aspirations as well as current performance in line with our values, the 6Cs.

## **Keeping you informed**

Communication is vital to the success of our organisation, this includes regular updates about what is going on across CWP, and opportunities for you to contribute and share your news. We know communication can always be better, and we're always looking for ways to improve.

There are a number of ways we keep you informed and below are just some that we use to share key information, messages and more.

## **Blogs**

Our chief executive, Sheena Cumiskey, writes a regular blog which is published on the trust's website along with other guest blogs.

## **CWP Essential**

This newsletter is sent out by email every week to all staff. It contains important information and messages that are essential to our working week. You can often find more detail on the intranet. All entries for CWP Essential are submitted online via the intranet.

## **Our intranet [www.cwp.nhs.uk](http://www.cwp.nhs.uk)**

The intranet is our staff facing site that is a hub of information that you may need. Each department on the intranet develops and maintains their own information. It has a Staff Zone where you can post items for sale, see events and read our latest news.

## **CWP's website [www.cwp.nhs.uk](http://www.cwp.nhs.uk)**

Our public facing website provides our latest news, vacancies and patient information leaflets. You can also find the most up to date policies on our website and links to our social media accounts.

## **CWP on social media**

You can follow us on Twitter @CWPNHS and on LinkedIn. A number of our services also have dedicated social media accounts where you can see their latest news and content specifically for those accessing those services.

## **Using social media**

Social media allows you to make connections with friends, colleagues and like-minded peers. We want staff to stay safe online and support you to use it in the best way possible. You can use our guidance which is available on the intranet to ensure you are aware of the proper, effective and lawful use of social media. Although the Trust does not discourage you to use social media, you are advised to consider the implications of any online posts which may have an impact or effect on people using our services, our organisations, employees, contractors or partner organisations. The Communications and Engagement team can provide further specialist advice and support on 01244 397393 or [cwpessential@cwp.nhs.uk](mailto:cwpessential@cwp.nhs.uk).

## **Communications bulletins**

Communications bulletins, including medicine and fraud alerts are urgent and important messages that are sent by email. Medicine alerts and fraud alerts will also come with an attachment which should be printed out and shared with staff without regular access to email.



## **CWP Life**

CWP Life has been designed and produced in collaboration with people who access our services, carers, staff and our governors to make sure it is packed full of real and useful content. Over 200 people provided feedback and inputted into the development of this magazine. You can view the latest copy on our website [www.cwp.nhs.uk](http://www.cwp.nhs.uk). If you would like to suggest a story idea for inclusion in the next edition please contact the Communications and Engagement team on 01244 397393 or email [info@cwp.nhs.uk](mailto:info@cwp.nhs.uk)

## **Noticeboards**

There are noticeboards across CWP which also have important information and things you may need to know specific to your local area.

## **Media enquiries and interviews**

If you are approached by the media, such as a phone call from a journalist or asked to take part in an interview, you should always contact a member of the Communications and Engagement team on 01244 397400. They will be able to provide guidance and support, and work with you should you take part in any subsequent media activity.

## **Working safely**

We want to provide an environment that is safe for our staff, people who use our services, their carers and families and our visitors. We ask that everyone takes responsibility for this and follows the below guidance as part of this duty. Below are some of the ways we can work safely and your manager will provide further details about guidance specific to your role.

### **Accidents and incidents at work**

All accidents and incidents at work must be reported via the Datix incident reporting system. Incident reporting is an important part of creating a safe and effective working environment. If staff are involved in an accident, incident or near miss which did or could have resulted in injury, illness, loss or damage to property, this should be reported to their immediate manager, who will then ensure an incident report is completed. All staff can access the Datix system on their desktop.

## **Health and Safety**

There are a number of policies and guidance in place to support you to carry out your role safely. You can find the latest versions of the below on the Trust website, or speak to your manager.

- Accidents and incidents at work
- Infection Prevention and Control
- First Aid
- Fire Safety
- Workstation training and assessments
- Lifting and handling
- Protective equipment
- Sharps use and disposal

If you are interested in getting more involved as a Health and Safety Representative speak to your line manager in the first instance.

## **Confidentiality**

By law, everyone working for or on behalf of the NHS must respect patient confidentiality and keep all information about people who use our services secure. If staff have any queries regarding confidentiality they may contact the Records and Information Governance Manager or the Trust's Caldicott Guardian who is the Medical Director for effectiveness and workforce.

We take great steps to ensure personal information is retained securely. These steps include retaining manually held records within lockable storage facilities, password protecting computer held records, ensuring that information shared with other individuals is on a 'need to know' basis, not giving details over the telephone without confirming the caller is authorised and disposing of old records securely. We have Data Sharing Agreements in place with our partner organisations in line with the requirements of the Data Protection Act, for example with Health & Social Care Services. We only pass on information if there is a genuine need to know and anyone who receives the information is also under a legal duty to maintain confidentiality. We do not give out information about patients or people who use our services to third parties except under exceptional circumstances, such as when the health and safety of others is at risk or where the law requires us to do so.

## **Information Governance**

Information Governance is an important part to your working life. All staff are required to keep information about patients, staff and trust business activity confidential. As part of your induction, you will complete Information Governance eLearning and you can access further policies on the Trust website.

## **Use of internet and email**

You are only permitted to use Trust email, internet and computer facilities, if required to do so in the course of your employment in accordance with the IT Acceptable Use policy. You must ensure that no computer software is installed or used on trust equipment without prior consent with the prior consent of IT.

## **Staying safe online**

We want to support you to feel confident when using phone and email in the course of your everyday work, but are conscious that there are often malicious attempts to undermine the high levels of security in place to protect NHS systems, information and staff.

Everyone has a responsibility for security. ICT provide regular information from NHS Digital and continually work to improve security with the latest software updates.

## **Security tips**

- Store files on your home drive or team shared drives rather than in My Documents drive.
- If you receive a phone call from someone claiming to be calling from the helpdesk or on behalf of someone important to gain information to enable them access and are unsure, do not reveal any information.
- Please do not leave post it notes on your computer with passwords or security codes.
- Challenge people to show their ID badges when they want to access the workplace.
- You may receive an email from an unusual sender asking you to open an attachment or click a link to a further website. This may be a way of installing harmful code on to your computer, or to collect information.
- Exercise caution when opening an attachment from an unknown sender.

If you are unsure about any phone calls or emails you have received, please ring the servicedesk on 0300 303 8182. You can read the latest NHS Digital Cyber Bulletins, as well as other information, on the ICT Service's intranet pages.

### **Fraud, bribery and corruption in the NHS**

Fraud against the NHS means that taxpayer money intended for patient care ends up in the pockets of criminals, so less money is available to pay for things like staff and healthcare facilities. NHS Protect leads on a wide range of work to protect NHS staff and resources from crime, helping to ensure the proper use of valuable NHS resources and a safer more secure environment in which to deliver and receive care.

Suspected fraud and bribery can be discovered in a number of ways but in all cases it is important that staff feel able to report their concerns. You should report suspected fraud, bribery or any other matters of concern you may have, no matter how minor they appear. Contact the local anti-fraud specialist on 0151 285 4531, or report it to NHS Protect's national fraud and corruption reporting line 0800 028 4060 or at [www.reportnhsfraud.nhs.uk](http://www.reportnhsfraud.nhs.uk). Visit the intranet or [www.nhsprotect.nhs.uk](http://www.nhsprotect.nhs.uk) for official advice and guidance documents, how to report concerns and regular publicity of successful prosecutions.

## **What you need to know**

There are a number of other key policies, terms and conditions which you may find useful. You can read all CWP policies at [www.cwp.nhs.uk/resources/policies](http://www.cwp.nhs.uk/resources/policies) and your manager can also provide you with a variety of policies that relate to your specific role or service.

### ***Your conduct and responsibilities***

#### **Behavioural standards and business conduct**

All our staff have a responsibility to ensure that they are not placed in a position which risks, or appears to risk, conflict between their private interests and their NHS duties. This primary responsibility applies to all NHS staff, i.e. those who commit NHS resources directly (e.g. by the ordering of goods) or those who do so indirectly (e.g. by the prescribing of medicines). A further example would be staff who may have an interest in a private nursing home and who are involved

with the discharge of patients to residential facilities. All employees are required to declare when they, or their close relatives / associates, have a financial interest in any business, activity or pursuit which might compete for a contract for the supply of goods or services to the Trust. Staff must ensure all declarations are recorded on the staff register of interests via completion of the online code of conduct declaration form. You can read more in the Corporate Governance manual or speak to a member of the team on 01244 397469.

### **Acceptance of Gifts and Hospitality**

You are required to be impartial and strictly independent in your dealings with commercial bodies and individuals. Gifts should generally be politely but firmly declined. Wherever possible staff should not solicit or accept gifts, although it may be possible to accept unsolicited gifts or tokens of gratitude of low value where to refuse may cause offence. Modest hospitality, provided it is normal and reasonable in the circumstances, e.g. lunches in the course of working visits, may be acceptable, though it should be similar to the scale of hospitality which the NHS as an employer would be likely to offer.

Any offer or acceptance of a gift or hospitality must be declared will be entered onto the CWP Staff Gifts, Hospitality and Sponsorship Register. The Corporate Governance manual outlines further responsibilities, and you can contact the Corporate Affairs team on 01244 397469 for further guidance.

### **Your uniform**

You may be issued with a uniform for the ward or department that you work in. This must be worn at all times during working hours. Please follow Infection Prevention and Control procedures with regards to washing of laundry. Any clothing issued remains the property of the Trust and must be returned when you leave our employment.

### **Your ID badge**

ID Badges are provided when you attend your Trust Induction, they can also be issued to you beforehand if required for your role. Education CWP will require notification via email from your line manager and you can attend Sycamore House where you will be issued with your ID Badge.

Identification badges must be worn by all staff. Wearing your ID badge plays an important role in the protection of our staff and those who use our services. It also helps people identify colleagues when visiting different sites and departments.

## **Leaving the trust**

If you wish to end your employment with the Trust, you must give the appropriate notice in writing to your line manager in line with your contract of employment. You are expected to work the full period of notice, although if agreed with your line manager this may be reduced in exceptional circumstances. Your manager or a member of the HR team can advise you further about your required notice period.

We encourage anyone who is leaving CWP to take part in an exit interview. You can choose to have this discussion with your manager or through an online survey.

## ***Your registration and revalidation***

### **Professional registration**

There is a professional, legal and contractual requirement for certain professional health care staff who are employed by CWP to have current registration with a nominated professional regulatory body, to enable them to practise in health care in the UK. The legal requirement of registration to practise is specified in your contract of employment and will be well known to the employees concerned through their membership of their professional body.

Employees who are required to be registered with a professional regulatory body in order to practice must ensure that their registration is kept up to date at all times. The employee's failure to maintain this registration will constitute a breach of contract. You can read more about your responsibilities, as well as those of your manager and CWP in the professional registration policy and guidelines.

### **NMC Revalidation**

Since April 2016, all nurses and midwives are required to revalidate to maintain their registration with the Nursing and Midwifery Council (NMC). Revalidation is straight forward and helps nurses and midwives demonstrate that they practise effectively. Revalidation has replaced the Post Registration Education and Practice (PREP) standards. Nurses and midwives will have to revalidate every three years when they renew their place on the register. Revalidation helps encourage a culture of sharing, reflection and improvement amongst nurses and midwives and will be a continuous process that nurses and midwives will have to engage with throughout their career.

Visit [www.NMC.org.uk](http://www.NMC.org.uk) for more information and to register for an account. Having an online account enables you to find out information such as when your

revalidation is due, your current registration status as well as pay your annual retention.

### **GMC Revalidation and medical appraisals**

Revalidation is the process by which licensed doctors demonstrate to the GMC that they are up to date and fit to practise. CWP's Responsible Officer (RO) will make a recommendation to the GMC, normally every five years, about each doctor's fitness to practise. The cornerstone of the revalidation process is the doctor's timely participation in annual medical appraisal.

### ***Your travel and environment***

#### **Claiming expenses**

You can claim expenses for costs you incur through your employment, such as travel and course fees. Your manager will let you know if this is required in your role, and these expenses will be paid according to the relevant policies. You can find the policy and other information on the intranet.

#### **Car parking permits**

All staff members who park on any CWP premises are required to register their vehicle for a permit. Having a permit does not necessarily guarantee a parking space on any site but it will help Estates and Facilities better monitor the parking needs of staff and work more efficiently towards possible improvements. You can apply for a free permit on the intranet, and you will receive yours via the internal post. If you have any questions about parking permits please contact [parkingpermits@cwps.nhs.uk](mailto:parkingpermits@cwps.nhs.uk).

#### **Report a job to the Estates Helpdesk**

All requests for maintenance and jobs for the Estates team can be logged via the Estates Helpdesk, accessible from all CWP computers. Your job will be sent to the relevant team who can then resolve any issues and provide an update. You can also call 01244 397737 if you are in West Cheshire and Wirral, and 01625 663737 if you are in Central and East Cheshire.

#### **WARP-IT**

All equipment, furniture and other office supplies that are no longer required can be placed on WARP-IT, our recycling hub. This is also the best place to request or reserve things you have seen that you need for your workspace. Any member of staff at CWP can use WARPit to advertise Trust owned items that are surplus to requirements or search for items. Visit [www.warp-it.co.uk/cwp](http://www.warp-it.co.uk/cwp)

## Useful contacts

Use this page to make a note of your key contacts or any numbers you never know when you might need! Some numbers may be subject to change. Please use the Trust directory, staff intranet or local contact lists for further details.

### People Services

Human Resources	01244 393125
Recruitment	01244 393100 <a href="mailto:recruitment@cwps.nhs.uk">recruitment@cwps.nhs.uk</a>
Temporary Staffing	0151 343 5547 <a href="mailto:tempstaffing@cwps.nhs.uk">tempstaffing@cwps.nhs.uk</a>
Volunteering	01244 393130 <a href="mailto:volunteering@cwps.nhs.uk">volunteering@cwps.nhs.uk</a>
People Information	01244 393112 <a href="mailto:peopleinformation@cwps.nhs.uk">peopleinformation@cwps.nhs.uk</a>
Health and Wellbeing Services	01244 397676 / 0151 488 7472 / 01625 505650 <a href="mailto:workforcewellbeing@cwps.nhs.uk">workforcewellbeing@cwps.nhs.uk</a>
Organisational Development	01244 393132
Payroll	01244 364400 choose option 1 <a href="mailto:coc-tr.cochpayrollofficers@nhs.net">coc-tr.cochpayrollofficers@nhs.net</a>

### Other useful contacts

IT Servicedesk	0300 303 8182 <a href="mailto:servicedesk@cwps.nhs.uk">servicedesk@cwps.nhs.uk</a>
Education CWP	01244 397255 <a href="mailto:educationcwp@cwps.nhs.uk">educationcwp@cwps.nhs.uk</a>
Health and Safety	01244 397715 <a href="mailto:safetyofficer@cwps.nhs.uk">safetyofficer@cwps.nhs.uk</a>
Estates Helpdesk	01244 397737 / 01625 663737
Knowledge and Library Service	<a href="mailto:library@cwps.nhs.uk">library@cwps.nhs.uk</a>
Communications and Engagement	01244 397385 <a href="mailto:cwpsessential@cwps.nhs.uk">cwpsessential@cwps.nhs.uk</a>
Patient Advice and Liaison Service	0800 195 4462 <a href="mailto:pals@cwps.nhs.uk">pals@cwps.nhs.uk</a>
Equality and Diversity	01244 397389

[www.cwps.nhs.uk](http://www.cwps.nhs.uk) | Twitter @CWPNHS

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All information was correct at time of print. For the latest information please visit the trust intranet.