


Employee Handbook

Welcome to
St Nicholas Hospice Care



*because
you matter*

*because
you matter*

St Nicholas
Hospice Care

A Registered Charity No. 287773

Welcome and introduction

Hello and welcome to St Nicholas Hospice Care. I hope you find the information in this booklet useful as you settle in during your first few weeks. There is further detail on our shared drive (S drive), and you can speak to your line manager and colleagues. If you do not have access to a computer please discuss with your line manager how to access further information. If you have any questions please just ask.

Linda McEnhill, CEO.



We've been rated as **outstanding** by the **CQC**



Our vision

Everyone in our communities has support, dignity and choice when facing dying, death and grief.

Our mission

We strive for something better in the provision of high-quality, specialist palliative care, emotional and practical support, so that no-one in West Suffolk and Thetford has to face dying, death and grief alone.

Our values

Compassion

Accountability

Respect

Equity

Our strategic aims

Our future plans will develop under our four new strategic aims established in March 2023 along with our renewed vision and mission, which are:

- Provide high-quality, responsive and accessible specialist palliative care and psychosocial support, putting the person at the centre of all we do.
- Enable our communities to develop their understanding of end-of-life issues, build mutual support and resilience, and utilise their assets to remain independent for as long as possible.
- Proactively develop robust strategic partnerships to ensure best end of life care for the people of West Suffolk and Thetford.
- Thrive as a safe, effective and sustainable organisation, which is driven by evidence-based innovation and where our values are lived in all that we do.

You can read our full strategic plan on our website.

www.stnicholashospice.org.uk/about-us/who-we-are/strategic-plan-2019-2020

Overview of services

Community Nursing Team

If given a choice where they would like to receive care, most people would say in the comfort of their own home, surrounded by the people and pets they know. Our Community Nursing Team works closely with GPs, NHS community teams, and other health care agencies to make this happen wherever possible.

Our inpatient unit: Sylvan Ward

Our Sylvan Ward provides a peaceful environment where those in our care receive specialised 24-hour personalised care. Most patients are cared for on the ward for one to two weeks. The main aim is to enable patients to return home or to a preferred place of care as soon as possible.

Medical Team

Made up of doctors and consultants, our medical team provides specialist palliative medical assessment, advice and interventions. They support those being cared for in our hospice, in our community and provide support and expertise for acute services.

Education

This team works to improve end-of-life skills and knowledge

within local communities, organisations and care providers. Raising awareness and encouraging people to talk about dying, and discuss wishes and fears.

Spiritual Care and Chaplaincy Team

Our Spiritual Care and Chaplaincy Team is here to support people in our care and those who are important to them as well as staff and volunteers.

Independent Living Team

Our specialist team will help people remain active for as long as possible during their illness, enabling them to remain independent and adapt to condition changes.

Hospice Neighbours and Community Connectors

Our Hospice Neighbours Service is another way for people to help others in their own communities by offering companionship and practical support.

Psychological Services

We offer psychological support to people in our care nearing the end of life, those who are struggling to cope with their loved one's illness and specialist bereavement services for adults and children.

Our History

In 1981, the Rev Canon Richard Norburn MBE, saw three people needing terminal illness care and thought there ought to be something better. He shared his worries with the Rev Sally Fogden, and together they set up a steering committee. In a video, which can be accessed through this link: <https://youtu.be/psFGtmDP3A0> Richard tells the story.

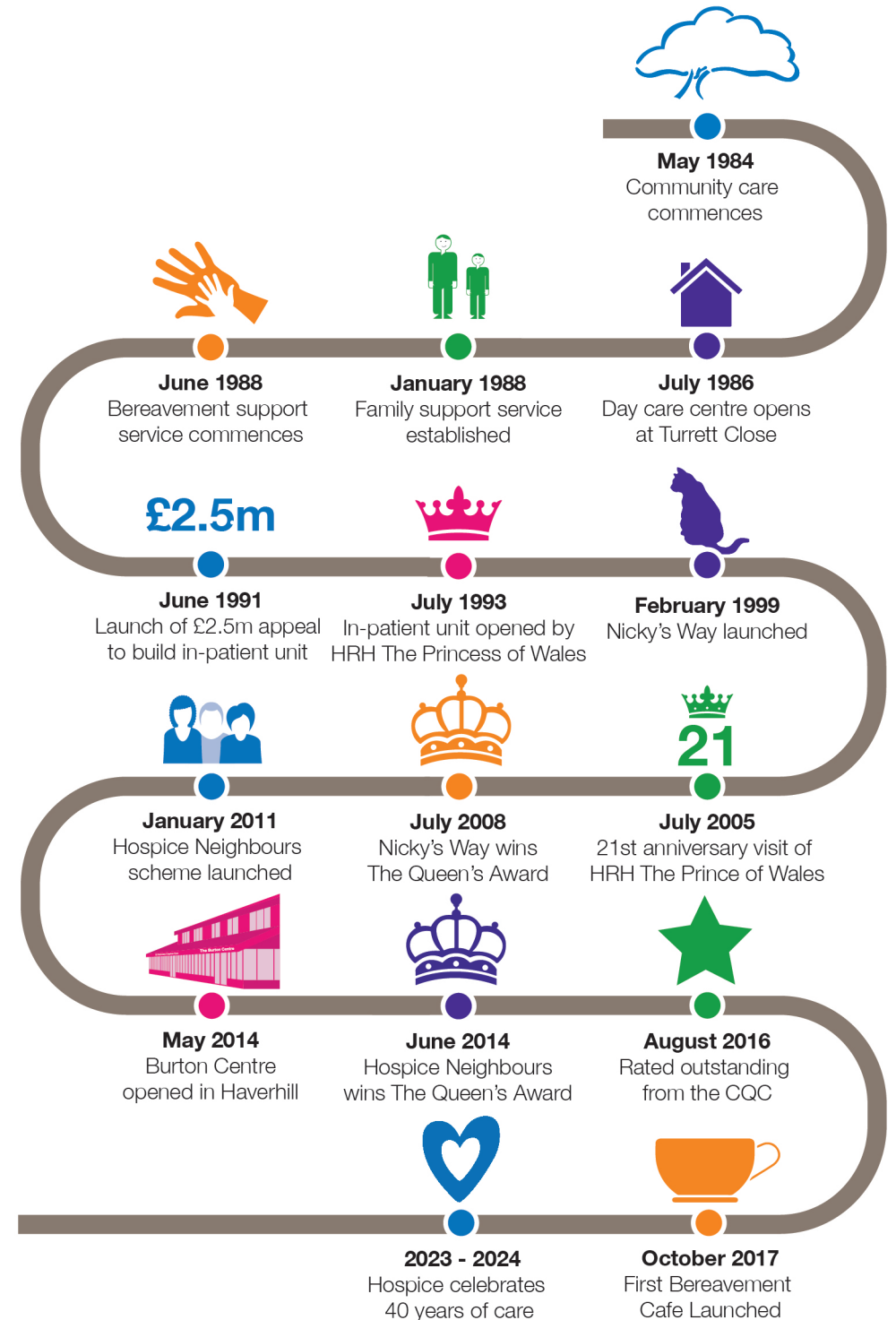


The Rev Canon **Richard Norburn**, MBE

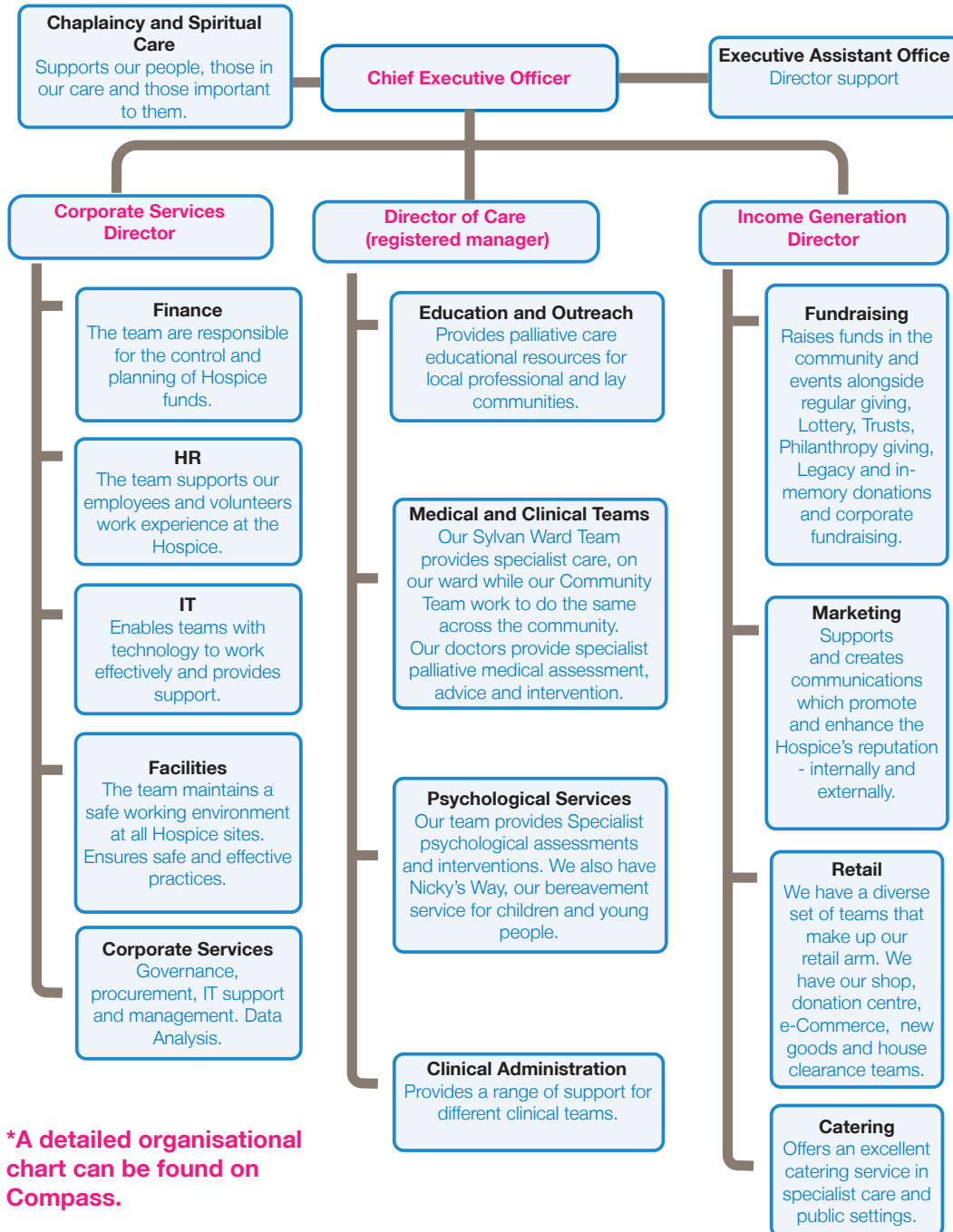
The Hospice's Founder, Rev Canon Richard Norburn, died on Wednesday, 15 November 2017. Without Richard, there would be no St Nicholas Hospice Care. Richard was a great man with an enormous heart, who worked tirelessly for the Hospice. Richard spent more than 50 years in the Anglican Ministry in Suffolk, and was made an Honorary Canon of St. Edmundsbury Cathedral in 1981.

He was awarded an MBE in the New Year Honours in 1997 and was married to his wife Joyce, with whom he shared four children and five grandchildren, for more than 50 years.

Please visit our website to find out more about Richard, the incredible service he gave to St Nic's and his achievements.



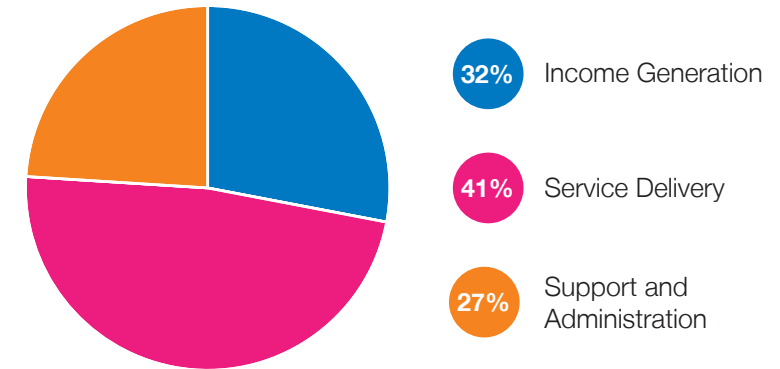
Our organisation



*A detailed organisational chart can be found on Compass.

Organisational Structure

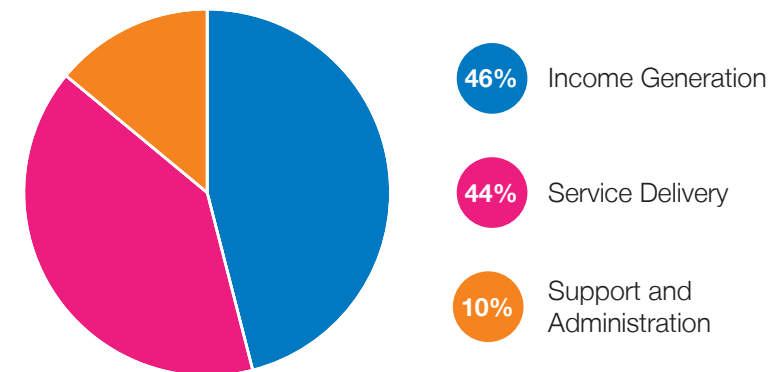
Our three directorates are Income Generation, Service Delivery and Support and Administration.



*percentages based on staff numbers as of January 2022

Volunteers

We also have an incredible team of around 490 volunteers, giving their time and energy to support the work of the Hospice in our local community.



Employment Policies and Guidelines

The organisation has a number of policies which set out the support provided to fulfil your role and our expectations of you.

Policies are regularly amended and new policies developed, as we review their impact on the organisation and as new legislation is implemented.

Radar and viewing policies

All policies can be viewed on Radar. A link (<https://live.radarhealthcare.net>) which will allow you to access Radar will be sent to your email address, this link will allow you to setup a password. Your username will be your email address. If you haven't received an email contact governance@stnh.org.uk.

Once logged in, select Documents from the left of the screen, it has a book icon. A list of folders will then appear, select the folder, in this case Policy and then select the desired Policy from the list. The policy will download onto your device to open.

Essential policies you need to be aware of as a new employee include:

Dignity at Work

The Hospice is committed to the welfare of its people and does not tolerate bullying or harassment. We expect everyone to treat

each other, and our service users, with dignity and respect

Equality and Diversity

The Hospice promotes equal opportunity for all and a working environment free from discrimination.

Sickness Absence

You are required to follow the absence reporting procedure set out in the appendices of our sickness absence policy. A medical statement of Fitness for Work must be provided if the absence exceeds seven consecutive days. Other policies are in place dealing with time off work for other types of leave; please speak to your line manager.

Data Protection Policy

The Hospice is committed to ensuring that information is handled as set out by law, statute and best practice. Our guidelines on IT use set out the behaviour expected of employees when using the internet and email at work.

Disciplinary and Grievance Procedures

If you have a grievance the initial step is to discuss this with your immediate supervisor or manager. It is important that you are aware of behaviours which are likely to be considered gross misconduct and may result in summary dismissal. Examples are

listed in the Disciplinary Policy.

Capability

We expect our people to carry out their role to the best of their abilities. The purpose of the Capability Policy is to provide a framework for managing underperformance in a fair and consistent manner.

Alcohol and Drugs Guidelines

You must not be unfit for work through the effect of alcohol or illegal drugs.

Acceptance of Gifts

You must not accept gifts from service users and their families. Small gestures of thanks (usually with a monetary value of less than £10) may be accepted at your line manager's discretion.

Health and Safety

All employees have responsibilities to ensure that our working environment continues to be a safe and healthy place to work.

Employees and volunteers must ensure that they are aware of the requirements in our Health and Safety policy.

Fire Safety and Health & Safety Training is also an important mandatory training module that you must complete within your first 30 days of working for us, and then you need to continue to complete annual refresher training.

Complaints, Concerns and Feedback

As an organisation we are keen to receive any communication about the services and activities we provide and are responsible for.

We understand complaints are a very valid and important way of monitoring our activities and an excellent way to ensure there are changes made to improve practices.

Promoting a safer Hospice

The care and protection of children, young people and adults involved in Hospice care and activities is the responsibility of every single one of us.

Our commitments

- Promoting a safer environment and culture
- Raising awareness of safeguarding and our responsibilities as individuals working for the Hospice
- Responding promptly to every safeguarding concern or allegation
- Safely recruiting and supporting all our staff who work with children and vulnerable adults
- Appropriately caring for individuals affected by abuse
- Caring for those who are at risk

If you are concerned that someone you know is at risk of, or is being abused, or presents a risk to others, please seek advice from your Safeguarding Lead or in their absence then contact MASH directly or the Police without delay.

Contacts available within the Hospice to speak to if you have any concerns:

Sharon Basson Director of Care	Daisy Jacobs Advanced Clinical Practitioner
Charlotte Harkness Head of Supportive Care	Pippa Wilding Head of Nursing and Quality

E-mail: SafeGuarding@stnh.org.uk

MASH (Multi-Agency Safeguarding Hub): 0345 606 1499

MASH will give advice but not take a referral. This needs to be made online to Customer First.

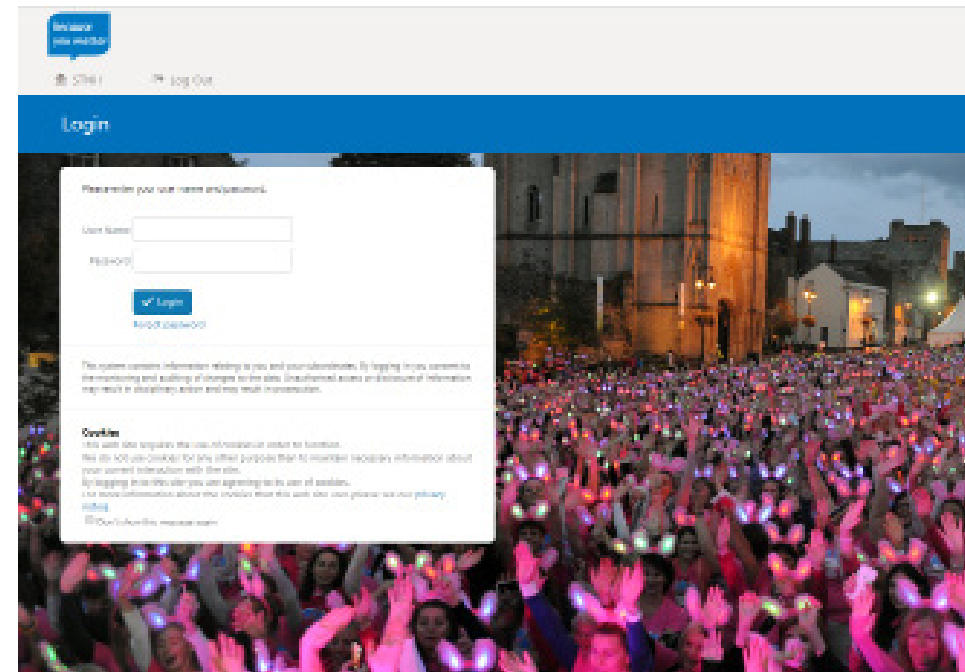
IF THERE IS IMMEDIATE RISK OR DANGER PLEASE CONTACT THE POLICE ON 999

Compass

Is the system which holds all of your personal information, including details about your employment with St Nicholas Hospice Care.

You can check your personal information, which includes salary details, absence history and job details, using Compass, which you can access on the internet. This is also where you can update your personal details like your emergency contacts, bank details and home address. You can also book and manage your training courses and you are responsible for organising training that is due for renewal through Compass. You also use Compass to book your annual leave.

You will have received log in details for your Compass prior to joining. If you need any further help and support, please speak to your line manager.



Supporting you

Our family and personal lives are important. That's why we offer some great benefits outlined in the appendices of our Family Friendly Policy. From paid carers and bereavement leave to career breaks of up to 12 months. Please read the qualifying criteria carefully or speak to your line manager for more information. Take a look at some of the other benefits and support available to you as a member of staff below:

Flexibility

We understand that you may have demands and caring responsibilities outside of the workplace. Our flexible working policy is there to support work life balance.

Pensions

The Hospice offers Group Personal Pension scheme membership and continuation of NHS Pension Scheme membership, subject to certain criteria, to help you start saving for retirement. You could benefit from employer contributions of 7% of your gross pay.

Developing you

We offer personal development plans, annual reviews, bite-size training sessions, personal and career development, leadership/management development, online training resources and more!

Westfield Health

A health cash plan that allows you to claim money back, up to set limits, towards the cost of essential healthcare. You also get access to exclusive offers and discounts from more than 1,000 retailers, restaurants and destinations. You'll need to opt into this, please contact HR for more information: HR@stnh.org.uk.

Terms and Conditions of Employment

We offer generous leave allowances and enhanced occupational sickness pay. Your contract of employment provides details of your employment package, please read this carefully.

Ten reasons to work for St Nicholas Hospice Care:



Rated as Outstanding by the Care Quality Commission and rated 4.1* on Indeed and 4.7* Facebook.



A wealth of opportunities to expand your knowledge and skills through courses and by learning from your peers.



We're an award winning organisation recognised for our work through Queens Awards and a Nursing Times Award.



Claim money back, towards the cost of essential healthcare and access exclusive offers and discounts.



You will be part of a great team, which works to support one another and those we care for.



Our people are our greatest assets and we will take great pride in helping you to achieve your goals.



We offer generous annual leave allowances and enhanced occupational sickness pay.



You'll be working for a caring organisation which strives to support its community to have the best experiences when facing dying, caring and grief.



We understand that you may have demands and caring responsibilities outside of the workplace. Our flexible working policy supports work life balance.



We offer Group Personal Pension scheme membership and continuation of NHS Pension Scheme membership, subject to criteria.

Wellbeing Champions

Supporting the health and wellbeing of our employees is a priority for St Nicholas Hospice Care. Our Wellbeing Champions play a vital role in creating a healthy workplace.

They:

- Signpost colleagues to sources of support and advice
- Obtain feedback and suggestions from Employees on health and wellbeing activities
- Encourage employees to take part in events or raise awareness of health campaigns.



A full list of our Wellbeing Champions and further information on what they do can be found on Workplace by Facebook.

Supporting your health and wellbeing

Useful information and resources which may help to support your wellbeing can be found on our S drive: [SNHCFILE\Shared\Organisational\Human Resources\Employee Wellbeing](S:\SNHCFILE\Shared\Organisational\Human Resources\Employee Wellbeing)

Mental Health First Aiders

The Hospice takes a proactive role in supporting mental health at work, raising awareness and reducing the stigma. Trained mental health first aiders who can offer guidance and support, can be contacted through our Wellbeing Champions.



Occupational Health

We've partnered with Wrightway Health who can provide advice on any issues concerning the effect of work on health and conversely the effect of health on your work. Any necessary screening and vaccinations, required by legislation, are also provided.



SPACE

Run by our chaplaincy team these virtual sessions are open to all and run through Microsoft Teams. SPACE is a completely confidential space. Keep an eye on Workplace by Facebook and the Weekly email for session timings.

Learning and development

We aim to provide opportunities that balance the requirements of mandatory and statutory training, continuous professional development, role essential requirements and individual and personal aspirations for development.

Mandatory and statutory training is provided to enable you to undertake your role and responsibilities, meet legislative requirements, protect your own wellbeing and help ensure risks are detected and escalated appropriately. You will have important mandatory training modules that you must complete within the time frames. To find out what training modules you must complete, visit our Organisational Dashboard on the S drive here: <S:\Departments\Human Resources\Learning & Development\Organisational Compliance Spreadsheet.xlsx>.

A personal development plan should be agreed with your line manager with learning and development achievements, progress and needs discussed at annual reviews and 1:2:1 meetings. Learning opportunities may take the form of coaching, self-study, internal workshops and courses or where appropriate with a registered training provider subject to approval. Employees can nominate themselves for courses and workshops run by the Hospice via Compass. Financial assistance for external courses or professional qualifications that relate directly to your job and have been agreed with your manager can be applied for via an External Training Request Form.

We are committed to providing tools and resources to support line managers and those with leadership responsibilities across the organisation. The training and learning resources we offer will regularly be reviewed and evolve to accommodate the needs of our people. More information can be found in our Learning and Development policy, which is on Radar.



Communication

There are a number of ways we communicate with our employees:

Weekly email - each week, our Marketing and Communication Team sends out an update, which includes news from across the organisation as well as details about upcoming events. If you don't receive this email, please email Marketing@stnh.org.uk and ask to be added to the distribution list.

All staff emails - these are important and will also be sent as required.

Emails from senior leadership team - messages will be sent by or on behalf of members of the senior leadership team as required.

Workplace by Facebook

As an organisation we also use Workplace by Facebook, as another method of keeping connected. Workplace is a place for teams and individuals to share updates and news; best practice and important organisational information is also stored in Workplace's Knowledge Library. You will be automatically invited to join Workplace via email, but if you don't get an invite, please just email Marketing@stnh.org.uk.



Staff Consultative Group

The aim of the Hospice's Staff Consultative Group (SCG) is to provide a place where department representatives can bring concerns, exchange information and, where appropriate, make suggestions/proposals and react to items raised by the Senior Management Team. It also provides a direct communication channel with staff on important strategic matters that may affect all or some staff groups.

Your SCG representative should make themselves known to you shortly after you start. If you wish to raise anything with the SCG, please contact your representative who will be able to help. SCG representatives are also Health and Safety representatives.

Get in touch

If you need any further information during or following your induction please speak to your line manager. Alternatively, if you need to you can contact the HR team by emailing **HR@stnh.org.uk**

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This leaflet is available in different formats upon request.
Please contact the Marketing and Communications
Team for further information on 01284 766133.

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