



**Blackpool Teaching
Hospitals**
NHS Foundation Trust



New Starter Induction Programme



Induction guidelines

1. Introduction

- 1.1 Blackpool Teaching Hospitals recognise the importance of the provision of a timely induction for all of our staff. This is to help ensure that new staff are effectively integrated into Blackpool Teaching Hospitals, their team and their role.
- 1.2 These guidelines detail the purpose and the key features of an effective induction programme.
- 1.3 The induction process applies to all new members of staff and those transferring in to other roles within the Trust.

2. Purpose of induction

- 2.1 The induction process provides a timely opportunity to:
 - Welcome and support new team members to their team, department and to the Trust.
 - Ensure that new members of staff understand how their role contributes to achieving the Trusts vision and strategy.
 - Emphasise and embed the culture and the values of the Trust.
 - Inform new members of staff about the structure of the Trust, the policies and procedures/practices that are in place both Trust wide and at a local department level.
 - Clarify the requirements, duties and responsibilities of the role and ensure they have the knowledge and skills to perform their role effectively.
 - Complete core skills statutory and mandatory training and role essential training.

3. Induction programme – guiding principles

- 3.1 The induction programme should be well planned and structured by the line manager, and delivered to the member of staff in a methodical and orderly manner.
- 3.2 The core content remains the same; however some details may need to be customised to the needs and requirements of the person and their role.
- 3.3 The duration of the induction process should typically take around 28 days (4 weeks). This may vary dependent upon the individuals' level of experience and understanding and to the role which they have been appointed to.

4. Key stages of the induction programme

- 4.1 Pre-arrival – following confirmation of the appointment by recruitment, it is good practice for the line manager to make contact with the new member of staff via letter to welcome them prior to their arrival. This provides a more personal introduction to the Trust after the formalities of the recruitment process. The letter should typically cover
 - First days start time
 - where and whom to report to
 - the dress code
 - what to expect on the first day
- 4.2 Local induction should commence on the first day in the new role. This should continue until the new member of staff is fully inducted into their role and into the team. The induction process needs to be led by the relevant manager but should also include input, where required from colleagues who may be best placed to provide specific information and assistance.

Induction checklist – In order to provide a framework and to ensure that all relevant information is covered with in local induction an induction checklist [appendix B](#) has been developed. It is a mandatory requirement that this is used over the course of the local induction period. Adaptation may be required to the particular needs of the new member of staff, their role, skills & experience and to the particular needs of local working patterns.

Induction buddy – It can be beneficial to assign a buddy from the team to a new member of staff for the duration of their local induction period. This can assist of faster integration as the buddy acts as a more ‘informal’ point of reference, providing information and guidance regarding the local team, whereas a manager will be focused on the more formal aspects of the induction process. Further information on the purpose of and the role of a buddy can be viewed in [appendix A](#)

Review meetings – during the induction process it is important that the manager meets regularly with the new member of staff to review progress and to ensure they are settling in to their new role and the work environment. This also gives an opportunity to establish if there are any matters or gaps in the programme which need to be addressed.

- 4.3 Corporate induction – in addition to the local induction, new members of staff will be invited to attend a corporate induction event. Staff will be booked onto an event as close to their start date as possible. The corporate induction gives staff information on the Trust, our services, our culture and our values and our strategic direction.

Mandatory Training – protected time for completion of any mandatory training should be identified prior to the new member of staff attending for their first day. The schedule will then be given to the new staff member on their first day in post. **All required mandatory training needs to complete within the first week.**

Information resources for staff

Additional induction information and resources can be found at:
<http://www.bfwh.nhs.uk/pre-induction/> Managers should familiarise themselves with the resources available and encourage new members of staff to use this information.

5. Responsibilities

- 5.1 Line Managers – It is the responsibility of the line manager to develop a suitable induction programme (example programme [appendix D](#)) and to ensure that it is implemented in a timely and an appropriate manner. Development and work objectives should be discussed with the new starter. Line Managers should also encourage other team members to take a pro-active role in the induction process. When the induction process is concluded this needs to be confirmed by the manager by signing of the completion statement [appendix C](#)
- 5.2 Members of Staff – all staff are expected to take a proactive role in their induction. Where any gaps in learning or knowledge are identified, the individual should ensure that their manager is informed so that these can be addressed.
- 5.3 Heads of Service – it is the responsibility of the head of service to support and encourage managers to adopt best practice in relation to the induction process.
- 5.4 OLM– to record and monitor receipt of completion after 4 weeks.
Organisational Development - to follow up on non-receipt of the completion statement.

6. Further information

For further advice and information on the induction process, please contact Learning & Organisational Development.

APPENDIX A

An induction buddy

New staff may benefit from knowing that there is a designated colleague there to help them settle in, and to whom they can turn for general information and guidance, particularly during the first few days and weeks in the job. An induction buddy essentially acts as a link between the new member of staff and the service within which they will be working.

The role of an induction buddy

The main purpose of a buddy is to:

- Provide an informal point of reference in the first months of the job
- Help answer day-to-day questions and general queries that the new member of staff may have about the team/dept/role.
- Help encourage communication and prevent the new member of staff from feeling isolated
- Acts as a link with other staff members
- Helps with the orientation process

Criteria for an induction buddy

A buddy should be selected on a voluntary basis and should be:

- An experienced staff member from within the same team as the new recruit
- Ideally in a similar role
- Someone who can be trusted to give accurate information

The individual who is selected to act as a buddy should be provided with a clear brief in terms of their role in the induction process.

APPENDIX B

Induction checklist for Managers

This checklist provides guidance on the types of issues and information that should typically be covered during induction. This document should be read, completed and used in conjunction with the induction guidelines.

PLEASE NOTE: Certain items may not be applicable to all staff. Similarly, there maybe other items/activities which need to be added to the list. The checklist should therefore be adapted to fit the needs of the member of staff. It may be appropriate for some items/tasks to be delegated by the manager to other members of the team/induction buddy.

PRE-ARRIVAL	Person responsible (IB=Induction buddy)	Date Completed
Create induction programme (schedule meetings with relevant staff)	Manager	
Issue welcome letter or e-mail	Manager	
Inform others in the team/dept of the new member of staffs arrival	Manager	
Identify and liaise with the induction buddy (if applicable)	Manager	
Organise any office equipment (I;e phone, PC, keys etc)	Manager/IB	
Organise any uniform fittings and applicable PPE fittings http://fcsp.xfyldcoast.nhs.uk/C/clinicalquality/clinicalimprovement/Documents/Uniform Request Form.docx	Manager/IB	
Arrange an appointment with Digital Identity/Smartcard team to take place on users first day of employment. At this appointment user will be issued with Smartcard, ID Badge, Windows account and email details. Contact them by e-mailing bfwh.smartcards@nhs.net	Manager/IB	
Organise any relevant training (inclusive of mandatory training) and contact the relevant learning area with the employee details (IT systems etc)	Manager/IB	
Organise/prepare to deliver basic life support training	Manager/IB	
Ensure relevant documentation is available e.g copies of relevant policies, employee handbook etc	Manager	
Identify any annual leave requirements	Manager	
Ensure the Induction date issued by recruitment is suitable	Manager	
DAY ONE ESSENTIALS		
INTRODUCTIONS/GENERAL ARRANGEMENTS		
Welcome by line manager and explain arrangements for the induction process	Manager	
Introduce to departmental/team colleagues and *IB (*if applicable)	Manager	
Attend the pre-booked appointment with Digital Identity/Smartcard team to be issued with Smartcard, ID Badge, Windows account and email details	Manager/IB	

Ensure the person is aware of local facilities: Toilet/kitchen/rest facilities	Manag er/IB	
Where to store personal property	Manag er/IB	
Check e-mail account is active	Manag er/IB	
Information Governance to be completed prior to the staff member starting work and accessing records or a PC. (If you are unsure or require training assessment please contact IG on 01253 953057).	Manag er/IB	
Access to shared network drives / SharePoint sites Access and training for any clinical/business systems	Manag er/IB	
Fire alarm, evacuation and emergency procedures and location of fire extinguishers	Manag er/IB	
Where to park/ Parking Permit / Hospital bus / Bike Shed facilities	Manag er/IB	
Hospital restaurant and shops	Manag er/IB	
Chaplaincy service	Manag er/IB	
DAY ONE ESSENTIALS - HEALTH & SAFETY		
Accident/ incident reporting procedures	Manag er/IB	
Fire Assembly point	Manag er/IB	
Moving and handling procedures	Manag er/IB	
Basic life support training	Manag er/IB	
WORKING PRACTICES & PROCEDURES		
Normal hours of work Break periods (if appropriate) On call commitments (if appropriate) Emergency call out procedure (if appropriate) Policies relevant to role Dress code / uniform (Dress code and uniform policy) Make aware of and show access to: Smoke Free policy Bullying & harassment policy Flexible working policy Grievance policy Disciplinary policy Capability policy Whistle blowing policy Equality & Diversity policy Fraud & Corruption Policy Social Networking policy Health Record- Life Cycle Management Policy	Manag er	

Sickness notification and reporting procedures What do you do if you feel unwell at work? When are you required to self-certificate sickness? When do you require a doctor's certificate? Symptoms you should be clear of before return to work?	Manag er	
Annual leave procedures (booking/ taking leave etc) Access to e-Rostering	Manag er	
Waste disposal (colour bags)	Manag er/IB	
Infection prevention – sharps injuries	Manag er/IB	
Arrange protected time for completion mandatory training	Manag er/IB	
ROLE		
Job description, job role and responsibilities, review of development needs)	Manag er	
Expected performance standards/appropriate conduct	Manag er	
Discuss pay progression policy requirements	Manag er	
Name of your Appraiser	Manag er	
Agree personal and departmental objectives and record this within the appraisal account within 6 weeks of the start date	Manag er	
Discuss / arrange date of your first yearly appraisal	Manag er	
DEPARTMENTAL OPERATIONS AND PROCEDURES		
Tour of the department	Manag er/IB	
Meet key contacts within the service	Manag er/IB	
Service objectives and strategic plan	Manag er/IB	
Organisational chart/staff lists	Manag er/IB	
Administrative systems e.g – booking rooms/telephone directory	Manag er/IB	
Contacting security	Manag er/IB	
Support services (HR&OD services, OH and wellbeing)	Manag er/IB	
INFORMATION GOVERNANCE		
How the code of conduct applies to your role?	Manag er	
The areas of Confidentiality and Data Protection relevant to your department / area of work? (e.g. patient records, personal staff files, electronic records?)	Manager	
Which portable computer media (memory sticks, CDs, etc) are permitted for use within the Trust?	Manag er	
How to dispose of confidential waste?	Manag er	

Protocol for sending person identifiable data (PID) by fax or email?	Manager/IB	
COMMUNICATIONS & ENGAGEMENT		
Read the "communications" emails you receive	Manager/IB	
Look at notice Boards	Manager/IB	
Use the Intranet to access policies, and find out essential key messages	Manager/IB	
Look for new articles on the Trust Intranet/team brief	Manager/IB	
ADDITIONAL ORIENTATION (for clinical staff)		
Period of supervised practice / mentor (if appropriate)	Manager	
Nursing Competencies	Manager	
Nursing Paperwork	Manager	
Medicines Management	Manager	
Equipment used in area	Manager	
Manual handling equipment used in area	Manager	
Security of patient property (If appropriate)	Manager	
PROFESSIONAL REGISTRATION		
Requirements and responsibility for registered member to keep professional registrations up to date	Manager	
Manager to discuss Revalidation	Manager	

APPENDIX C

COMPLETION STATEMENT

The following statement needs to be completed and signed by the staff member and the line manager. An electronic copy of this statement needs to be sent to bfwh.esr.helpdesk@nhs.net. This will be recorded against your learner profile as a record of completion of the local induction process.

Please return the completion statement within 4 weeks of your new member of staff commencing in post with you.

THIS COMPLETION STATEMENT IS CONFIRMATION THAT THE LOCAL INDUCTION PROCESS HAS BEEN COMPLETED BY BOTH THE STAFF MEMBER AND LINE MANAGER	
Inductee name: (PRINT FULL NAME)	
Department and Division:	
Signature of inductee:	
Date of completion:	
Line manager name: (PRINT FULL NAME)	
Line manager signature:	

APPENDIX D – SAMPLE INDUCTION TIMETABLE

Pre-Arrival Checklist - Manager (M) or Induction Buddy (IB)

Create Induction programme (schedule meetings with relevant staff) (M)	<input type="checkbox"/>	Organise office equipment (phone/ PC etc)	<input type="checkbox"/>	Organise relevant training & identify protected time for completion of mandatory training within the first 4 weeks of appointment	<input type="checkbox"/>
Issue welcome letter or e-mail (M)	<input type="checkbox"/>	Ensure set up of e-mail account/ user name (M)	<input type="checkbox"/>	Organise any uniform fittings and applicable PPE fittings	<input type="checkbox"/>
Inform team/ dept of new starter's arrival (M)	<input type="checkbox"/>	Organise Digital Identity/Smartcard team appointment for Day 1	<input type="checkbox"/>	Book in a discussion for week 4 or 5 to discuss and agree personal and departmental objectives	<input type="checkbox"/>
Identify & liaise with the Induction Buddy (if applicable) (M)	<input type="checkbox"/>			Ensure relevant documentation is available (polices/ employee handbook etc)	<input type="checkbox"/>

WEEK 1

Monday	Tuesday	Wednesday	Thursday	Friday
<p>A.M Manager:</p> <ul style="list-style-type: none"> Welcome by line manager agree induction process Fire Assembly point Brief introduction of staff member to the dept & teams Confirm the protected time for mandatory training completion <p>Manager or IB to discuss:</p> <ul style="list-style-type: none"> General arrangements / logistics (see checklist) 	<p>A.M Manager to discuss:</p> <ul style="list-style-type: none"> Working practices & procedures and health & safety information (see checklist) Job role & responsibilities (See checklist) 	<p>A.M</p> <p>Manager to discuss:</p> <ul style="list-style-type: none"> Information Governance procedures (see checklist) Professional registration Any 'additional orientation' for clinical staff 	<p>A.M & P.M</p> <ul style="list-style-type: none"> 1:1 introduction meetings to be scheduled with key members of the team and department Attend Great Place to Work meeting 	<p>A.M</p> <ul style="list-style-type: none"> Outstanding 1:1 meetings to be scheduled with key members of the team and department Meet with HoD
<p>P.M Manager</p> <ul style="list-style-type: none"> Collect I.D & Smartcard Check e-mail account is active Check access to network drives / clinical/ business systems Complete BLS and moving and handling procedures 	<p>P.M</p> <ul style="list-style-type: none"> Meet immediate team members 1:1 or attend team meeting 	<p>P.M</p> <p>Manager / or IB to discuss:</p> <ul style="list-style-type: none"> Departmental Operations and procedures including tour of the department (see checklist) Communications & engagement 		<p>P.M</p> <ul style="list-style-type: none"> Meet with Manager / IB to review the first week

WEEK 2

Monday	Tuesday	Wednesday	Thursday	Friday
<p>A.M</p> <ul style="list-style-type: none"> • Meet with Manager / IB to discuss the week ahead 	<p>A.M & P.M</p> <ul style="list-style-type: none"> • 1:1 introduction meetings to be scheduled with members of the wider team and department relevant to job role • Attend Team Brief 	<p>A.M</p> <ul style="list-style-type: none"> • Meet divisional finance manager 	<p>A.M</p> <ul style="list-style-type: none"> • Attend Great Place to work meeting or Trust Strategy Roadshow / engagement event 	<p>A.M</p> <ul style="list-style-type: none"> • Complete any outstanding mandatory training or online e-learning modules • Meet with Workforce Business Partner
<p>P.M</p> <ul style="list-style-type: none"> • Reading time: policies, intranet, Trust website & oneHR 		<p>P.M</p> <ul style="list-style-type: none"> • Shadow team members where appropriate 	<p>P.M</p> <ul style="list-style-type: none"> • Shadow team members where appropriate 	<p>P.M</p> <ul style="list-style-type: none"> • Meet with Manager / IB to review the first week

For a blank template please [click here](#)