

# Corporate Induction Handbook



<b>Name</b>	
<b>Department</b>	
<b>Induction Date</b>	



## About this Handbook

This handbook is intended to accompany the induction sessions rather than be read on its own. If you wish to learn more about the topics covered, please refer to the intranet pages as detailed.

If there are additional learning requirements that need to be met to enable you to successfully undertake the induction program, please advise the facilitator as soon as possible to discuss what support you may require and what the learning and development team and staff in your new area can provide.

# Introduction

Corporate Induction is delivered through a series of presentations, eLearning modules and short workshops (Information Governance and Fire Safety) and practical sessions such as Manual Handling. This format supports the different ways that people learn and focuses on self-directed learning where you take responsibility for your own learning.

When you have completed all the appropriate e-learning modules, please print a certificate of achievement to keep for your own record in your portfolio or personal folder and provide an additional copy to your line manager for your staff file.



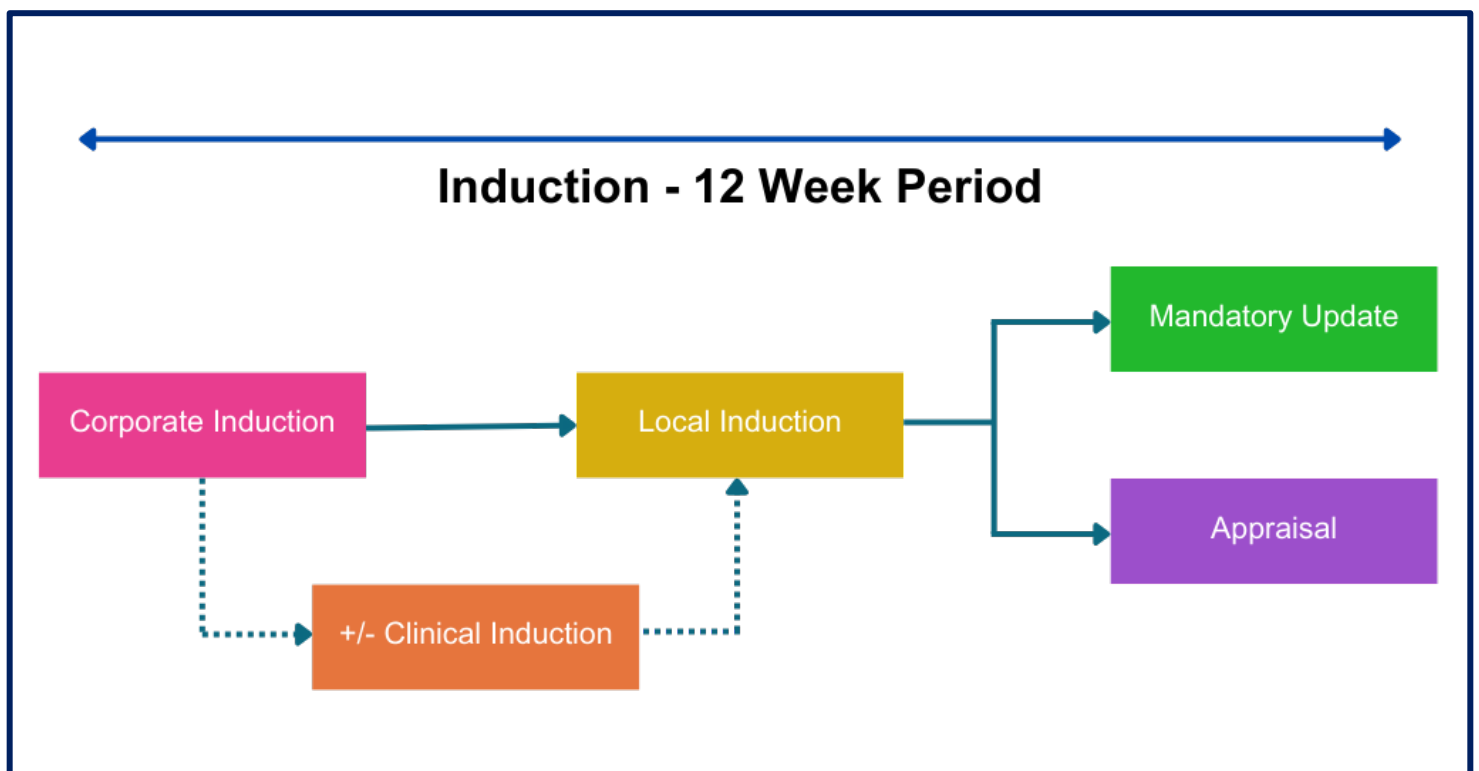
This induction program has been designed to help you get to know the organisation, how it operates, and the services that it provides.

In addition, it will provide you with an opportunity to access and develop the knowledge, skills and information required to work safely and effectively not only as an individual but also as part of the wider NHS team.

# Aims of Corporate Induction

This induction is designed to offer you the best possible start in your new post. It will do this by providing you with:

- ❖ An understanding of what is important to the Organisation and what is expected of you.
- ❖ Knowledge & skills that will ensure the delivery of safe, effective & person-centred care.
- ❖ An opportunity to ask questions and virtually meet colleagues.



# Only the beginning

Corporate Induction is the beginning of your twelve-week induction pathway. Corporate Induction covers important safety-related topics that are relevant to all staff, in all roles, at all levels of the organisation. Some of you will receive more role-specific knowledge and skills via a clinical induction that will follow the corporate induction. For all of you, your induction will continue in your local area with your manager and colleagues. Induction is very much a collaborative process; you must take what you need from corporate and local induction and please do not hesitate to ask questions.



Everyone in NHS Lothian is required to take responsibility for their own continuous professional development to ensure their practice remains current and safe. A joint development review with your line manager/ reviewer/ appraiser is an essential part of this process. For most employees, your first development review meeting will take place, four weeks following your attendance on the corporate induction programme. The purpose of this meeting will be to introduce you to the appraisal process and explain what will be expected of you.

The focus for this meeting is to identify your development needs for the year ahead and activities to help address these. It is essential that the outcomes of the discussion and any subsequent achievements are recorded in line with the relevant procedure for your staff group. This will enable you to build a portfolio that will support your career development and reflect your commitment to safe and effective practice.



# Glossary

Some of the terms you will come across during induction are:

**Line manager** - The person in your workplace you report directly to.

**Departmental manager** - The person in charge of the department (this may also be your line manager).

**Reviewer / Appraiser** - An allocated person within your new ward or department who will support you through the Appraisal process. This may be your line manager, charge nurse, supervisor, team leader or charge hand.



## Probationary Period

A Probationary Period Review policy applies to new NHS Lothian staff during the first 12 weeks of employment. The aims of this policy are to ensure that:

- The performance, conduct, attendance, timekeeping and capability, including training or support needs, of all new employees are assessed fairly and consistently across the organisation.
- Managers provide new employees with the appropriate support, guidance, training, encouragement and feedback.
- Both managers and probationers understand the purpose of the probation.

The induction process and the introduction to appraisal process will both play an important role in supporting these aims.

## Further Reading/ Resources

- Departmental Policy Manuals
- NHS Lothian Intranet Site
- Scotland's Health on the Web [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)
- Lothian NHS Board website [www.nhsllothian.scot.nhs.uk](http://www.nhsllothian.scot.nhs.uk)
- Scotland's Health at Work [www.shaw.uk.com](http://www.shaw.uk.com)
- Scotland's Health at Work in the Lothian's [www.lothianhealthatwork.co.uk](http://www.lothianhealthatwork.co.uk)
- HR Online – Terms and Conditions

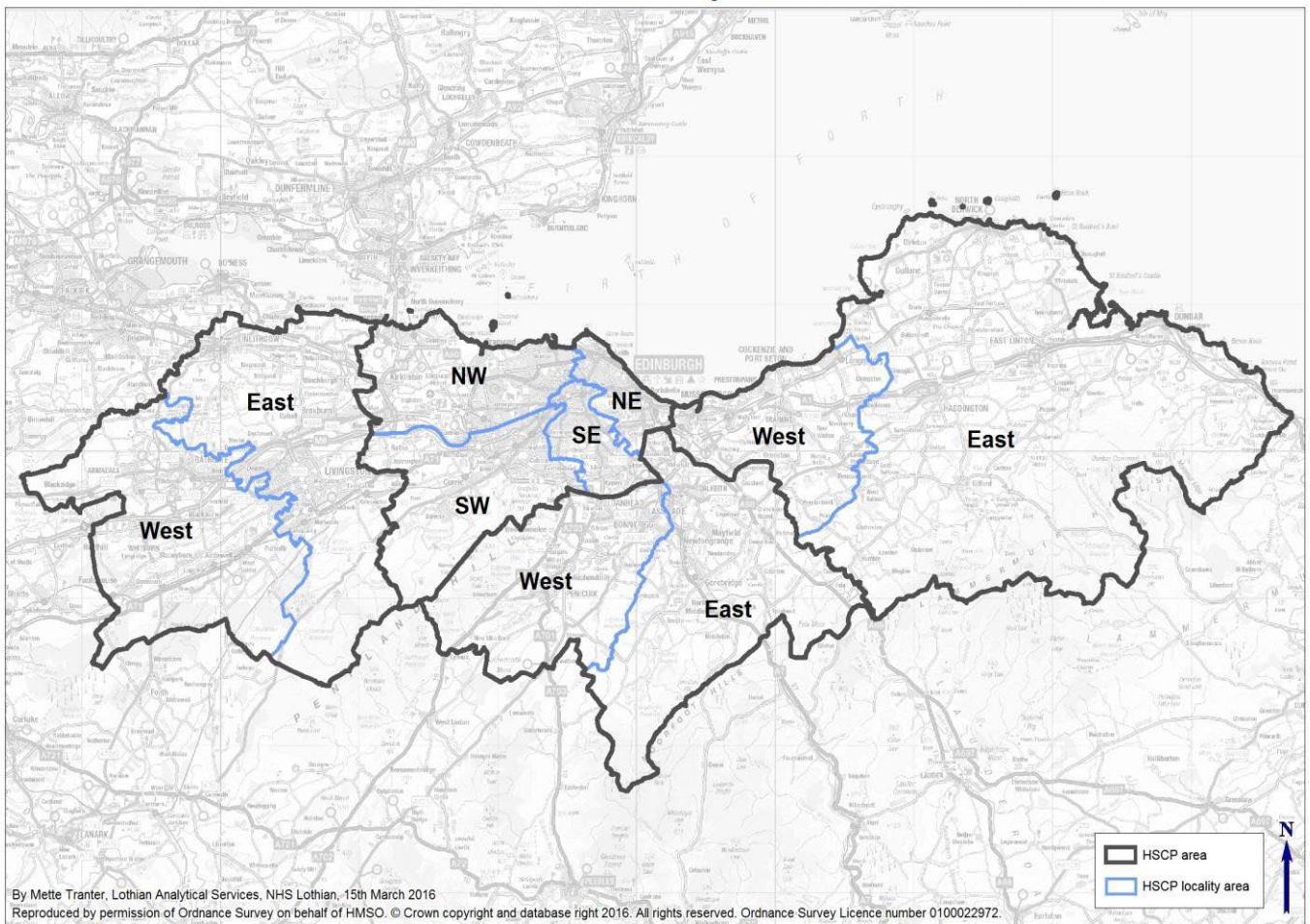


# NHS Lothian- Who We Are

Covering 700 square miles, NHS Lothian is the second largest Health Board with:

- 26,000 staff
- 21 hospitals, including 4 major teaching hospitals
- 126 GP practices
- 180 community pharmacies
- 173 dental practices
- 112 ophthalmic practices
- Lothian Localities: East 2, Mid 2, West 2, Edinburgh 4

## Health and Social Care Partnership boundaries and localities





# Getting around Lothian

Your Induction might involve you traveling to a variety of different sites in NHS Lothian. Parking can be difficult on some sites and therefore we would advise, if possible, to travel by public transport.

The information below may help you to decide or plan your most efficient route if traveling by car.

*(Please note that public transport timetables may be subject to change and it is therefore advisable to consult the relevant websites for up-to-date information).:*

## **Travelling to the Western General/Comely Bank Centre by public transport**

Buses from all over the city travel within close proximity of the Western General Hospital, which is situated next to Comely Bank Centre.

### **Buses**

Lothian Buses provides a number of bus services that stop within the Western General Hospital and on Crewe Road South. Lothian Buses serving the Western General include services **19, 29, 37, 38 and 47**.

East Lothian Buses Service 113 provides a direct service between Pencaitland and Ormiston and the Western General Hospital (via the city centre).

## **Traveling by Car**

Location of Main Hospital sites:

### **❖ Royal Infirmary of Edinburgh**

51 Little France Crescent  
Old Dalkeith Road  
Edinburgh  
EH16 4SA

### **❖ Royal Hospital for Children & Young People**

50 Little France Crescent  
Old Dalkeith Road  
Edinburgh  
EH16 4SA

### **❖ Western General Hospital**

Crewe Road  
South Edinburgh  
EH4 2XU

### **❖ Royal Edinburgh Hospital**

Morningside Place  
Edinburgh  
EH10 5HF

### **❖ St. John's Hospital**

Howden Road West  
Howden  
Livingston  
West Lothian  
EH54 6PP



## Our Values into Action

NHS Lothian has core values to help us deliver effective and efficient high-quality care to all members of the public. You must adhere to these during your work.

### Quality

- We will demonstrate a commitment to doing our best.
- We will encourage and explore ideas for improvement and innovation.
- We will seek out opportunities to enhance our skills and expertise.
- We will work together to achieve high quality services.
- We will use our knowledge and enthusiasm to implement positive change and overcome challenges.



### Dignity and Respect

- We will be polite and courteous in our communications and actions.
- We will demonstrate respect for dignity, choice, privacy and confidentiality.
- We will recognise and value uniqueness and diversity.
- We will be sincere, honest and constructive in giving, and open to receiving, feedback.
- We maintain a professional attitude and appearance.



### Care and Compassion

- We will demonstrate compassion and caring through our action and words.
- We will take time to ensure each person feels listened to, secure, understood and is treated compassionately.
- We will be visible, approachable and contribute to creating a calm and friendly atmosphere.
- We will provide a safe and caring setting for patients and staff, and an efficient, effective, and seamless care experience.
- We will meet people's needs for information and involvement in all care, treatment, and support decisions.



## Openness, Honesty and Responsibility

- We will build trust by displaying transparency and doing what we say we will do.
- We will commit to doing what is right - even when challenged.
- We will welcome feedback as a means of informing improvements.
- We will use our resources and each other's time efficiently and wisely.
- We will maintain and enhance public confidence in our service.
- We will be a positive role model.



Openness,  
Honesty and  
Responsibility

## Teamwork

- We will understand and value each other's role and contribution.
- We will be fair, thoughtful, welcoming and kind to colleagues.
- We will offer support, advice and encouragement to others.
- We will maximise each other's potential and contribution through shared learning and development.
- We will recognise, share and celebrate our successes, big and small.



Teamwork

# What you need to know

## Corporate Induction

You have completed your corporate induction week.

- ❖ [Corporate induction](#)

## Mandatory Training

You have discussed what is important to you and your training and development needs with your manager. You should have completed all core mandatory subjects by the end of the 1<sup>st</sup> week of employment (see below).

You have completed your mandatory training on LearnPro:

- ❖ Equality & Diversity
- ❖ Fire Safety
- ❖ Healthcare Associated Infection
- ❖ Health & Safety
- ❖ Information Governance
- ❖ Manual Handling
- ❖ Public Protection
- ❖ Resuscitation (clinical staff only)
- ❖ Violence & Aggression

## HCSW Standards

The Mandatory Induction Standards are made up of fourteen interlinked statements which apply to all new Healthcare Support Workers (HCSWs) joining NHS Scotland. The fourteen standards have been grouped into four clusters to make them easy to apply in the workplace.

- ❖ [HCSW Induction Standards and Code of Conduct \(scot.nhs.uk\)](https://www.scot.nhs.uk)



## Appraisal

You have clear objectives to work towards in your probationary period of the first 3 months. You have meetings planned for 4, 8 and 12 weeks to discuss these.

Please do not register for an account until you have your NHS email address.

- ❖ [TURAS log in](#)
- ❖ [Core Mandatory Training \(scot.nhs.uk\) – HR online](#)

## Identity Badge

You have an ID badge to wear during your working days. You may need to have different badges for different buildings.

- ❖ [How to get an ID badge](#)

## Emergency Details

You have let us know who we can contact in case of an emergency.

- ❖ [Staff Engagement Form on the intranet](#)

## Your role, responsibilities & contract

You have a clear role, responsibilities and contract – e.g. place of work, hours of work, uniform/PPE/dress code etc.

You understand how your role fits in with the directorate's annual goals.

- ❖ [Payroll](#)
- ❖ [Dress code policy on the intranet](#)

## Meeting the team & Internal Communications

You have met your manager and team and understand our organisation as a whole.

You have been added to relevant meetings, MSTeams groups, newsletter list, fortnightly departmental catch-up and department wide CPD meetings.

You have a way of contacting your team when you don't have access to a computer e.g. phone numbers of people in your team.

## Health, Safety & Wellbeing

You have read the relevant Health and Safety policies.

You are familiar with the Fire Action Plan for your place of work and have had a walk around with a Fire Warden.

### Links:

- ❖ [Health and Safety Policies including Fire Action Plans](#)
- ❖ [Staff Wellbeing Strategy – “Work Well – building a healthier and happier culture for our staff”](#)
- ❖ [Wellbeing hub on the intranet](#)
- ❖ [Dealing positively with stress at work on the intranet](#)
- ❖ [Lone working policy on the intranet](#)

## Support with technology

You have the technology you need – e.g. computer/ phone/ projectors/ printers/ internet access – and you are confident using our main software – e.g. Teams, Sharepoint, intranet, Outlook.

You have your login name and password, have set up your email signature, have been added to the global address book and can access IT systems relevant to you

Examples of Areas you may need added:

- ❖ Folders in shared drives
- ❖ Learn Pro
- ❖ eESS
- ❖ TURAS
- ❖ TRAK
- ❖ ePayroll
- ❖ eRoster

You know who to contact if you have any problems.

- ❖ EHealth 0131 536 85050 or [helpdesk](#)
- ❖ [IT usage policies on the intranet](#)
- ❖ [Follow you printing](#)

## Equality and Human Rights

You have read NHS Lothian Equality and Human Rights Strategy 2023 to 2028 and are confident about where to find information, guidance and support about:

- ❖ [Employment equality and diversity policies](#)
- ❖ [Equality Staff Networks](#)
- ❖ [How to comply with our public sector equality duties](#), as part of our integrated impact assessment (IIA) process

## Absence Leave

You are confident with the process of alerting your manager by 8.30am on your first day of absence if you are unable to work because of an emergency or sickness and when you need a doctor's letter.

- ❖ [HR Policies](#)
- ❖ [NHS Attendance Policy](#)
- ❖ [Parental Leave Policy](#)

## Annual Leave and Public Holidays

You are confident in how to request Annual leave and have your Leave Records set up.

The four public holidays at Christmas and New Year are compulsory.

- ❖ [Information on Annual Leave and Public Holidays – HR online](#)

## Agile Working – at home

You can work safely from home and you have carried out a Risk Assessment about Working from Home and discussed with your manager.

- ❖ [Working from home checklist on the intranet pages](#)

## Agile Working – in the office/your base

You are confident coming into your place of work and know where the kitchen, toilet, parking/bike racks and fire exits are. You know codes to doors or have a pass to access the building and know what to do if you are the first person in/last person out. All reasonable adjustments have been made to allow you to access the office if required.

You agree to follow some basic principles around working in a shared space e.g.:

- ❖ Keeping desks and surrounding areas clean and tidy.
- ❖ Closing windows/turning off heaters etc at the end of the day and returning all equipment as you found it.
- ❖ Keeping your valuables locked up.
- ❖ Keeping kitchen areas tidy, keeping food in a sealed container and removing it once it is past its use by date.
- ❖ Keeping noise to a minimum and using your personal mobile phone sparingly.
- ❖ [Desk Booking App – Astley Ainslie](#)
- ❖ [Desk Booking App – Waverley Gate & Comely Bank](#)

## Expenses

You are confident on how to claim expenses if relevant for your role.

- ❖ [Expenses \(Including Travel\) SOP](#)

**I feel confident in my induction and have covered the points above:**

Signed \_\_\_\_\_

Manager \_\_\_\_\_

Date \_\_\_\_\_

If you have any feedback on your induction process, please email our Corporate Induction team at [loth.corporateinduction@nhslothian.scot.nhs.uk](mailto:loth.corporateinduction@nhslothian.scot.nhs.uk)





# DIGITAL SKILLS

## SIGNPOSTING TO GUIDES AND TRAINING

Outlook	Excel
<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Welcome to your email</a></li> <li><input type="checkbox"/> <a href="#">Create and Send email</a></li> <li><input type="checkbox"/> <a href="#">Manage your calendar and contacts</a></li> <li><input type="checkbox"/> <a href="#">Create an email signature</a></li> <li><input type="checkbox"/> <a href="#">Send and receive attachments</a></li> <li><input type="checkbox"/> <a href="#">Set up auto-reply (out of office)</a></li> <li><input type="checkbox"/> <a href="#">Search and filter email</a></li> <li><input type="checkbox"/> <a href="#">Shared mailboxes</a></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Create a New Workbook</a></li> <li><input type="checkbox"/> <a href="#">Insert or delete a worksheet</a></li> <li><input type="checkbox"/> <a href="#">Move or copy worksheets or worksheet data</a></li> <li><input type="checkbox"/> <a href="#">Print a worksheet or workbook</a></li> <li><input type="checkbox"/> <a href="#">Use Excel as your calculator</a></li> <li><input type="checkbox"/> <a href="#">Fill data automatically in worksheet cells</a></li> <li><input type="checkbox"/> <a href="#">Create a drop-down list</a></li> </ul>
Teams	Others
<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Get Started with Microsoft Teams</a></li> <li><input type="checkbox"/> <a href="#">Chats, calling and meetings in Microsoft Teams</a></li> <li><input type="checkbox"/> <a href="#">Explore teams and channels in Microsoft Teams</a></li> <li><input type="checkbox"/> <a href="#">Tips, shortcuts and what's new in Microsoft Teams</a></li> <li><input type="checkbox"/> <a href="#">Microsoft Teams Level 100</a></li> <li><input type="checkbox"/> <a href="#">Microsoft Teams Level 200</a></li> <li><input type="checkbox"/> <a href="#">Microsoft Teams Channels &amp; Files Level 100</a></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Get started with Microsoft PowerPoint</a></li> <li><input type="checkbox"/> <a href="#">Get started with Microsoft Planner</a></li> <li><input type="checkbox"/> <a href="#">Get started with Microsoft To Do</a></li> </ul>
Further Resources	
<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Further Outlook Resources</a></li> <li><input type="checkbox"/> <a href="#">Further Excel Resources</a></li> </ul>	

# Quick tips for Teams



## Get Mobile

Download Teams on your mobile and get working on the move



## Status message

Work shifts? At a different site? Set your status from your [Profile](#) to let people know your where you are and what you're up to

## Fun stuff

Testing testing... Create a play space or a fun channel to try things out without worrying about making a virtual mess!

## Commands

Typing / or @ into the search bar for easy access to features and settings e.g. /saved will take you to all your saved messages

## Reply

Make sure to hit the reply button to carry on the conversation and keep all the responses on a topic together.

## Formatting

You can [Format](#) messages sent in teams or chat. You can add tables, bullet points, the list is endless.



## Announcements

Switch from [New conversations](#) to [Announcements](#) and make your message stand out from the crowd. Remember to click format first!

## Shorten an @Mention

Edit the text in @mentions to just include the first name of your intended recipient by tabbing back to delete extra info

## General



## Meet



## Collaborate

## Setting up

## Raise Hand

No more interruptions in meetings - If you need to ask a question you can use the raise hand feature from the toolbar

## Mute

Barking dog? Busy hospital? Stay on mute if you're not talking to reduce background noise. You can also mute others if they've forgotten too!



## Notifications

Head to [Settings](#) and change your notifications to make sure you're getting the important stuff but not everything in-between



## Quiet hours: DND

On the mobile app you can set [Quiet hours](#) from within your [Notification settings](#) to mute teams, meaning you won't get pop ups in your personal time.



## Device check

Can you hear me? [Make a test](#) call from within [Settings > Device](#) to check your camera is angled correctly and mics working before joining a call or meeting

## Show or Hide

If your teams' space is getting busy use [More options](#) to hide entire teams or individual channels to focus better. Hiding also mutes everything except @mentions