



Emergency Department

Agency Staff Induction

DBTH serves the residents of the city of Doncaster and its surrounding area which is in excess of 312,000 people. As a trust, our vision is to be the safest trust in England, outstanding in everything we do. We recognise the contribution agency staff make to help us in achieving this vision and as a result, feel it is important to let you know what your role and responsibility will be whilst working in our emergency departments. We are a very busy area with a high turn over of patients each day. We want you to feel a valued part of the team. We hope you will endeavour to share our WE CARE values. Please read through the information in this pack and sign and return the acknowledgement form prior to the start of your first shift.

Welcome to Doncaster Royal Infirmary's Emergency Department. You'll find us in gate 3, Armthorpe Road, DN2 5LT. Parking is available but limited on site, parking charges apply. As a trust, we also offer a free park and ride service which is situated opposite Doncaster Race Course on Leger Way. Shuttle operating times for this service at 05:10 and 22:00. Please see the timetable for scheduled pick-up times and plan ahead to give yourself plenty of time to arrive in time for the start of your shift. More information on the park and ride service can be found on the DBTH website. We are also easily accessible by public transport, Travel South Yorkshire will be able to provide a more tailored travel plan for your needs. As a Trust, we are able to offer

accommodation to staff, this would be something you can explore with your agency rep who will make contact with the Trust.

Our shift times are 07:00 – 19:30, 0930 – 22:00 and 19:30 – 07:00 unless otherwise agreed. Please report to A&E reception upon your arrival. Our reception staff will be able to provide you an access card enabling you to access the necessary systems. Please note, an item of security will be required as a deposit for the card which will be returned upon receipt of the card back at the end of your shift. We have a staff room available for breaks where you can find access to a fridge-freezer, microwaves, a toaster and hot drinks facilities. Alternatively, the hospital has dining options available including a restaurant, a Subway, Costa Coffee and Newsagents on site.

At the start of all shifts, we hold a 'team huddle' in the ED seminar room. During the huddle you will be informed of any need-to-know information that may affect your shift and allocated to your work area.

Whenever possible, agency staff will be allocated one of four areas, 3 of which are teams within the major's department and the fourth is our sister ward, the EAU. However, on occasions this can be subject to change and you will be informed accordingly. As the registered nurse allocated to any of these areas, you will be responsible for the care of any patients allocated to you as well as ensuring the daily environment checklist has

been completed. This includes things like checking defibrillators and cleaning regimes. Please ask someone to show you where the checklist for your designated area is kept.

It is expected that all patients within these areas have a 25 point skin inspection and that the pressure ulcer traffic light assessment is completed within the first two hours of their duration in the department. Following completion of the assessment, all patients will be highlighted as red, amber or green risk for pressure damage. Actions will be required including regular repositioning, details of any dressing applied to wounds or order number for air mattresses/beds. You will find the assessment icon on symphony.



Pressure Ulcer Risk Assessment Icon

In addition, it is necessary to capture information for all patients regarding their activities of daily living in order to assess their care needs holistically. You will find areas to document this in the nursing notes area of symphony. Data collected here also helps to ensure patient safety as you can obtain information regarding the patient's mobility and dietary requirements for example.

Patients are now often in the department for long periods of time. If the patient is being admitted, has vulnerable skin or has been in the department in excess of 4 hours and investigations such as X-rays and CT scans have been completed, you should attempt to transfer them from a trolley to a hospital bed. Again, there is an icon on symphony where you can record when this action has been done.

We have a new policy regarding the frequency of observations within the Emergency department, as the nurse responsible for the patients on your team could you please familiarise yourself with the new guidelines.

Nutrition and hydration are an important aspect of patient care. We ask that you make sure your patients are regularly offered oral

diet and fluids when safe to do so. Hot and cold drink are available within the department. Bread, cereals and jams can be found in the kitchen on the department floor. We usually have a selection of patient sandwiches available in the fridge and a number of hot meals will be delivered at mealtimes with priority given to patients who have been in the department the longest. For patients with specific dietary requirements, such as staged diets, you can contact our kitchens to request these. Fluid thickener can be found in the kitchen which you can use if you are trained to do so, if not please ask colleagues to help. When patients have been offered nutrition and hydration, please use the Intentional Rounding icon to log this.

We currently have an open visiting policy in the Emergency Department at the Nurse in Charge's discretion. We also receive a lot of telephone calls from relatives asking for updates. Please ask the name of who is calling, ensure patients are happy for you to speak to the caller and document any conversation had.

For patients who are being admitted, the referral area will be filled in on the patient's record. A transfer checklist is to be completed prior to any transfer out of ED.

For the most part, you will work from symphony, however some medications will be prescribed on well sky. Your documentation and drugs, investigations or documentation from by A&E doctors will be added to symphony. Times shown in green or red under these two tabs indicate that something is outstanding. Investigations should only be signed off when they are completed. If you have any issues in completing any investigations, please seek help from a member of staff who will be happy to assist or escalate to Nurse in Charge.

You will notice you're your nursing documentation is signed off as agency nurse due to the registration of the access card. We kindly ask that you manually input your name

at the end of your notes so that it can be identified who was responsible for any documentation. Whilst the ED will use symphony other specialities may not have access to and as such, will revert to paper documentation and drug cards. Therefore, it is important that you check your patients notes file regularly throughout your shift to ensure any drug prescriptions of investigations needed are not missed. Please ensure 6 o'clock medication on drugs cards/Wellsky are administered before the end of your shift.

At the end of your shift, it is imperative that you sign the agency book, this is with the Nurse in Charge. If you are unable to locate this, again please ask colleagues for assistance.

As a very busy department, you will no doubt see a variety of staff in different uniforms. As a rule, you may find this uniform guide on the wall next to the induction booklet useful.

We are a very friendly department and our colleagues are always approachable. Should you have any further questions or if for any reason you are unable to make your shift, please contact us at your earliest convenience:

Switchboard 01302366666

Nurse in Charge- Bleep 1232

Thank you for choosing DRI ED, we look forward to working with you.

Acknowledgement form.

Please sign and return to Lead Nurses Office

I, (print) confirm that I
have read and understood the induction pack provided by Doncaster Royal
Infirmary Accident and Emergency Department.

Signature

Date/...../.....

First shift date/...../.....

Comments/feedback

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