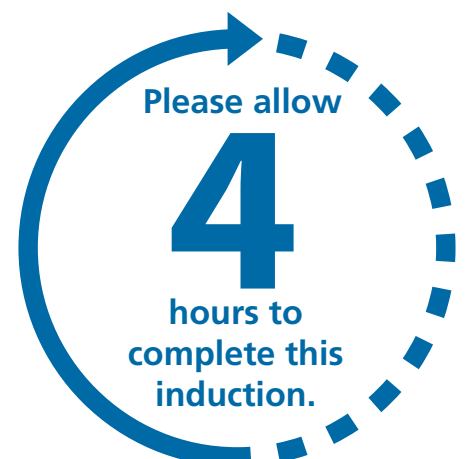


# Welcome to Mersey Care NHS Foundation Trust



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# Information about our Trust

Welcome to all our new starters and colleagues who are transitioning across from other organisations. We have collated information about our Trust that we hope you will find useful in helping you settle in your role at Mersey Care. Our values define and embody the way we work and this induction pack covers all the information provided you require to help you settle in. The following areas will be covered in this induction:

- About Mersey Care
- Our Vision, Aims and Values
- Restorative Just and Learning Culture
- Freedom to Speak Up
- Staff Side
- Organisational Effectiveness and Learning
- Health and Wellbeing
- Your HR
- Keeping you Safe
- Safeguarding
- Communications
- Fraud in the NHS
- NHS Informatics Merseyside
- Commitment to Continuous Service Improvement

This document will be reviewed and updated on a regular basis. If you feel there is something that would help future new starters / staff transitions that has not been included in this document, please let us know by emailing: [\*\*Queries.LearningandDevelopment@merseycare.nhs.uk\*\*](mailto:Queries.LearningandDevelopment@merseycare.nhs.uk)

## A message from Joe Rafferty, Chief Executive



**Prof Joe Rafferty CBE**  
**Chief Executive**

I'd like to offer a really warm welcome to you and welcome to our Trust.

You have a critical part in delivering our mission to deliver perfect care to everybody we are in contact with.

**[Click here to watch Prof Joe Rafferty CBE introduction video](#)**

# It's an exciting time to be part of Mersey Care



**Amanda Oates**  
**Executive Director of Workforce**

I am absolutely delighted you have chosen to work for our Trust. It is an exciting time to be part of Mersey Care.

## **Click here to watch Amanda Oates introduction video**

We want you to recommend Mersey Care as a fantastic place to work and one which you will feel supported and safe. Mersey Care's people plan has been refreshed and we have reflected on the lessons of COVID-19 and the impact on all our people and how we react to this change has never been more important.

Key components of the plan will focus heavily on your health and well being and how we collectively tackle your workload pressures.

We know that one of our biggest challenges is supporting our people's health and resilience. We recognise that there is a direct impact on our capacity to care and the quality and experience for our patients, service users and colleagues so we are committed to working with you.

Find out more in our **Mersey Care People Plan**.

## It's also an exciting time to be part of the NHS

Our NHS is made up of 1.3 million people who care for the people of this country with skill, compassion and dedication.

The NHS people plan sets out actions to support transformation across the whole NHS. It focuses on how we must all continue to look after each other and foster a culture of inclusion and belonging, as well as action to grow our workforce, train our people, and work together differently to deliver patient care. The principles underpinning the action through 2020/21 must endure beyond that time.

**The NHS People Plan** has been produced by NHS England and sets out what the people of the NHS can expect - from their leaders and from each other.

Find out more about **The NHS People Plan**





# Mersey Care's Journey since 2015

Since 2015, our journey has been one of significant growth and development. We have built 3 new hospitals and trebled in size.

## 2015

- Liverpool IAPT tender won

## 2016

- Foundation Trust awarded
- Acquired Calderstones
- Clock View opened
- First Life Rooms Walton

## 2017

- Global Digital Exemplar
- Provider of South Sefton Community Services

## 2018

- Acquired Liverpool Community
- New clinical information system implemented

## 2019

- Hartley Hospital opened

## 2020

- Rowan View Opened

## 2021

- Acquired North West Boroughs
- Acquired Community Services in Southport and Formby
- A joint project with LUFT to Transform Intermediate Care Wards at Aintree Hospital

Since 2015, our journey has been one of significant growth and development. We have **built 3 new hospitals** and **trebled in size**.

# Our Board of Directors

Find out more about our **Board of Directors**

		 <p><b>BEATRICE FRANEKEL</b> Chairman</p>		 <p><b>JOE RAFFERTY</b> Chief Executive</p>			
 <p><b>ANYA AHMED</b> Non-Executive Director</p>	 <p><b>SCOTT ETHERINGTON</b> Non-Executive Director</p>	 <p><b>MURRAY FREEMAN</b> Non-Executive Director</p>	 <p><b>AISLINN O'DWYER</b> Non-Executive Director</p>	 <p><b>GERRY O'KEEFE</b> Non-Executive Director</p>	 <p><b>GAYNOR THOMASON</b> Non-Executive Director</p>	 <p><b>NICK WILLIAMS</b> Non-Executive Director</p>	 <p><b>PAM WILLIAMS</b> Non-Executive Director</p>
 <p><b>TRISH BENNETT</b> Executive Director of Nursing and Operations</p>	 <p><b>ELAINE DARBYSHIRE</b> Executive Director of Communications, Corporate Governance and Estates</p>	 <p><b>LOUSIE EDWARDS</b> Executive Director of Strategy</p>	 <p><b>CHRIS LYONS</b> Director of Corporate Transformation</p>	 <p><b>AMANDA OATES</b> Executive Director of Workforce</p>	 <p><b>NOIR THOMAS</b> Executive Medical Director</p>	 <p><b>NEIL SMITH</b> Executive Director of Finance <small>(Deputy Chief Executive)</small></p>	

Voting Board member
  Non-voting Board member

# Our Executive Directors

Find out more about our **Executive Directors**



Prof Joe Rafferty CBE  
**Chief Executive**



Elaine Darbyshire  
**Executive Director of Communications, Corporate Governance and Estates**



Dr Noir Thomas  
**Executive Medical Director**



Neil Smith  
**Executive Director of Finance and Deputy Chief Executive**



Amanda Oates  
**Executive Director of Workforce**



Trish Bennett  
**Executive Director of Nursing and Operations**



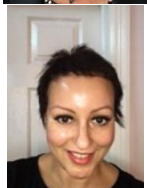
Louise Edwards  
**Executive Director of Strategy**

## Our Non-Executive Directors

Find out more about our **Non-Executive Directors**



Beatrice Fraenkel  
**Chairman**



Anya Ahmed  
**Non-Executive Director**



Aislinn O'Dwyer  
**Non-Executive Director**



Murray Freeman  
**Non-Executive Director**



Gaynor Thomason  
**Non-Executive Director**



Gerry O'Keefe  
**Non-Executive Director (also Senior Independent Director and Vice Chairman)**



Nick Williams  
**Non-Executive Director**



Pam Williams  
**Non-Executive Director**

# Our Non Voting Attendees/Members

Find out more about our **Non Voting Attendees/Members**



Scott Etherington  
**Non-Executive Board Advisor (non voting)**



Chris Lyons  
**Director of Strategic Programmes (non voting)**

# About Mersey Care

[Click here to watch the Mersey Care About Us Video](#)

## Our services

We provide forensic and secure mental health services. We are one of only three Trusts in the country to provide high secure services, with our catchment area covering Wales and the North West and West Midlands of England.

Our clinical services are supported by a range of high quality teams across **143 sites**. These teams enable delivery of our strategy for more preventative and integrated care.

All services are supported by our corporate team who are based at our offices in Prescott, Merseyside. Corporate roles include delivering statutory duties such as governance, finance, communications and health and safety. Corporate staff work closely with clinical teams to developing more efficient services by identifying improved ways of working in future.

## Services in each regional area

We also provide the following services:

- inpatient and community mental and physical health services
- learning disabilities services
- addiction services
- acquired brain injury services

Click on the links below to see which services are provided in each region:

- Southport and Formby
- South Sefton
- Liverpool
- Knowsley
- St Helens
- Warrington
- Halton

## **Secure and specialist learning disabilities services**

We also provide medium and low secure services, community forensic services and mental health services in a number of prisons, including HMP Liverpool

Our Specialist Learning Disability services provide treatment for adults with a learning disability or other development disorders. We support people with significant and complex needs both in inpatient settings and through community-based services.

### **Our services include:**

- Eccles Specialist Support Teams
- Offender Health Services
- Marlow, Chesterton and Tennyson Units (low secure based at Hollins Park Hospital)

### **Click on each site below to find out more:**

- Ashworth High Secure Hospital – Maghull Health Park
- Rathbone Hospital (Low Secure)
- Rowan View Hospital (Medium Secure)
- Whalley Site
- Hollins Park Hospital

## Our divisional structure

Our services are split into five divisions. Click on each of the boxes to see some of the main services provided by each division:

### **Community Division**

#### **Chief operating officer - Lee Taylor**

We provide support and high-quality care to members of the community and includes the following services:

- Children & Young People
- Dental Health Services
- Divisional Administration
- Divisional Governance & Quality
- Integrated Community Nursing
- Integrated Older Adults
- Primary Care Integrated Network
- Sexual Health Services
- Southport & Formby Community Services
- Specialist & Clinical Support Services
- Urgent & Intermediate Care Services

### **Secure and Specialist Learning Disability Services**

#### **Chief operating officer - Steve Newton**

We provide mental health services for the North West of England and include the following services:

- High Secure Services Directorate
- Low Secure
- Medium Secure
- Offender Health
- Specialist Learning Disabilities Services
- LD Cross Divisional Services
- LD Divisional Management Services
- LD Forensic & High Support Services
- LD Forensic Support Services
- LD Local LD Services



## **Local Division**

### **Chief operating officer - Donna Robinson**

We provide a single point of access crisis service and includes the following services:

- Adult Mental Health Services
- Assessment Services
- Complex Care Services
- Local Management
- Specialist Services

## **Mid Mersey Division (Former North West Boroughs Health Care)**

### **Chief operating officer - Lee McMenemy**

Formed on 1 June 2021 and consists of Former North West Boroughs Health Care Services as follows:

- Aids, adaptations, equipment and wheelchair services
- Community nursing
- Eating Disorder service
- Falls prevention
- Family community service
- Learning disability community team
- Mental health services (for adults and children)
- Older peoples service
- Speech and language therapy
- Think wellbeing (IAPT)
- Treatment rooms and walk-in centres
- Youth offending service

## **Corporate Division**

### **Lead by Mersey Care NHS Trust Executive Directors**

Our Corporate Division provides the following support to our clinical divisions:

- Board
- Capital Estates
- Community - Admin & Domestics
- Community - Finance & Commerce
- Community - Infection Control
- Community - Operational Management
- Community - Safeguarding
- Community - Technology & Information
- Corporate Governance & Business Development
- Estate & Facilities
- Executive Nurse
- Finance
- Informatics & Performance Improvement
- Medical Services
- Perfect Care
- Workforce

## CQC rating

Mersey Care NHS Foundation Trust is one of the largest Trusts providing physical health and mental health services in England, serving more than 11 million people.

We offer specialist inpatient and community services that support physical and mental health and specialist inpatient mental health, learning disability, addiction and brain injury services.

We are only one of three trusts in the UK that offer high secure mental health facilities.

In 2019, the CQC rated us as '**Good**' overall and in our assessment as a **well led organisation** we were rated '**Outstanding**'. At the heart of all we do is our commitment to '**Perfect Care**' and how we help our staff continuously improve the services we provide today, whilst addressing the physical, mental health, addiction, learning disability care and wellbeing challenges of the future.

Information Technology is increasingly recognised as a major enabler of change and transformation. As part of our response to the COVID-19 pandemic we have accelerated our digital offer to service users and from this gained learning about our use of technology, and how we promote choice, accessibility and support for both staff and service users in the future.

We are a Global Digital Exemplar, an internationally recognised NHS care provider delivering exceptional care, efficiently, through the world-class use of digital technology and information flows, both within and beyond their organisation boundary.

At the heart of all we do is our commitment to 'perfect care' – care that is safe, effective, positively experienced, timely, equitable and efficient.

# Highlights of 2020 for Mersey Care

## Click here to watch the Mersey Care Highlights Video

At Mersey Care, we are all part of a wide network, joining up care across an increasingly large geographical footprint. During 2020, we had to find new ways to deliver care and also played our part with testing centres for COVID-19. Our Life Rooms went on-line with more than 18,000 digital visitors, and we also opened two new hospitals Rowan View at Maghull Health Park and Hartley Hospital.

We are proud of our achievements in the last year as Mersey Care has contributed to the COVID-19 response across the health and care system in North Mersey. Understandably, the pressures of COVID-19 have prevented or delayed us from achieving the plans we set out at the start of the year in some areas. Despite this, we have managed to achieve significant improvements in the care we offer to the people we serve, and there are many areas in which our response to COVID-19 has allowed us to accelerate our plans to transform services.

### Rowan View

The opening of our state-of-the-art new build medium secure hospital in Maghull and a Centre of Excellence for Secure and Specialist Learning Disabilities Services.

### Expansion of Telehealth

Expansion of services to monitor more patients at home, Focusing management of long-term conditions and COVID oximetry. Monitoring of 5,500 patients.

### Video Consultations

Rapidly mobilising video consultation solutions to all services. Video consultations have increased to 2,500+ per month.

### Community Health Care

Delivering approximately 22,000 bed days of community healthcare over the winter period. The equivalent of over 104 beds provided in the community.

### The Life Rooms goes online

The Life Rooms successfully went online. Watch the **Mersey Care Highlights Video** to see more.

### IT Infrastructure upgrades

Implementing IT infrastructure upgrades and device deployments to help support over 2000+ staff per day to work effectively remotely.

### Mental Health Support line

Implementing a 24/7 mental health support line 12 months ahead of schedule.

## A service user journey



The fact I am even alive at all is testament to the amazing support and guidance I have had from Mersey Care.

**Benjamin Harris**  
**Participation Support Worker**  
**The Life Rooms**

Benjamin Harris is a Participation Support Worker at The Life Rooms and shares his journey with us. Ben said “The fact I am even alive at all is a testament to the amazing support and guidance I have had from Mersey Care. Watch Ben’s story as he talks about his darkest times and how he volunteers at The Life Rooms. Mersey Care have provided him with the tools to be able to deal with everyday situations.

### **[Click here to watch the Bens Story](#)**

**Disclaimer:** Please be aware that this video contains Ben’s personal information that some colleagues might find upsetting.

## Transitioned staff – looking to the future

Former Lancashire and South Cumbria Foundation Trust staff who deliver community services in Southport and Formby, will form a new service line within Mersey Care’s community services division. As part of the transitional arrangement, most clinical services from North West Boroughs Healthcare will form a newly created Mid Mersey division. In the near future, these services will be merged into our current divisional structures.

A small number of services will transfer directly to new reporting lines which sit in existing Mersey Care divisions. See table below.

<b>Former North West Boroughs Healthcare Services</b>	<b>Mersey Care Division</b>
Inpatient wards Marlowe, Tennyson and Chesterton	Secure and Specialist Learning Disability Services (SSpLD)
South Sefton Phlebotomy and Litherland NHS Walk In Centre	Community Services
Corporate Teams (eg. HR, Procurement etc.)	Corporate Services






# Our Vision, Aims and Values

[Click here to watch our Vision, Aims and Values Video](#)

## Organisational BHAGS

### Our Big Hairy Audacious Goals

We also call our perfect care long term quality goals BHAGs. They have to be big enough to make people stop and think; hairy or challenging enough to require sustained effort, teamwork, guidance and research to make it happen, and audacious enough to make us aspirational and creative enough to achieve the goal.

<p><b>Zero falls in our care</b></p>	
<p><b>Zero suicide</b></p>	
<p><b>Zero restrictive practice</b></p>	
<p><b>Zero acceptance of racism, discriminatory and disrespectful behaviours</b></p>	
<p><b>Zero harm from medication</b></p>	

# Our strategy

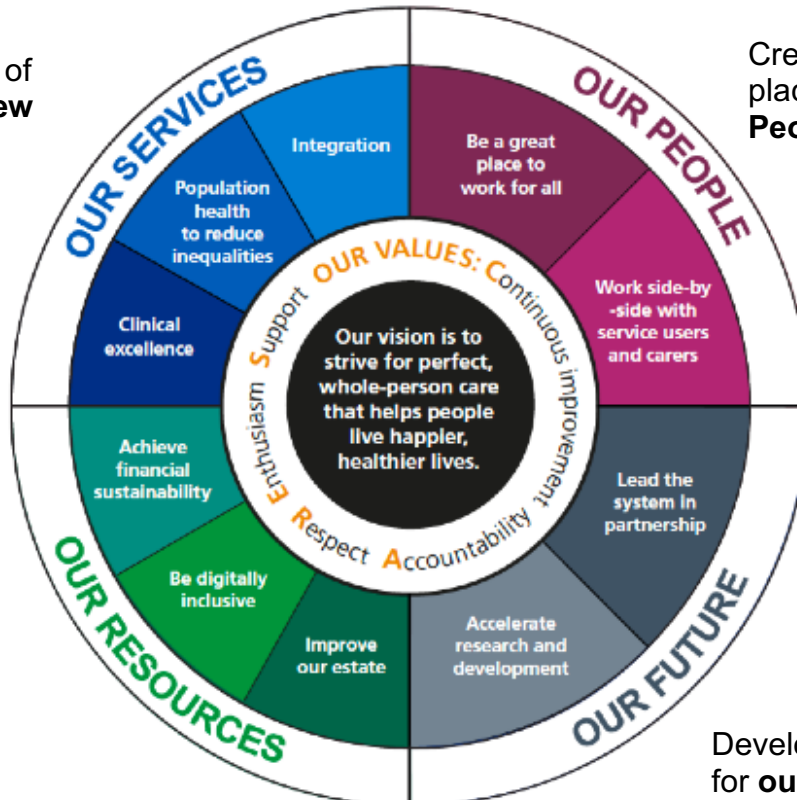
In response to our long term demand, workforce and affordability challenges have been exacerbated by the impact of COVID-19 pandemic, Mersey Care’s strategy is to develop a deep understanding of the people and communities we serve, and use this insight as we pursue clinical excellence, population health and integration of our services. This will be driven by our fantastic staff and by working in genuine partnership with service users and carers.

We have ambitious plans for our estates, digital technology and corporate services that align with and will help deliver changes in our clinical model and which reflect the new ways of working required by the pandemic. We will continue to be a good partner organisation, recognising that the population health challenges we face are greater than any single organisation and require collective effort to address.

Our approach aligns with the priorities set out in the **NHS Long Term plan** which details the need for collaborative working with our system partners and the expansion of community and mental health services. This includes transforming the way we care for people by giving them more control over their health and providing care in a joined-up way that is set in the communities in which people live.

Improving the quality of **our services with new clinical models.**

Creating a compelling place to work with **Our People Plan.**



Making better use of **our resources.**

Developing partnerships for **our future** now.

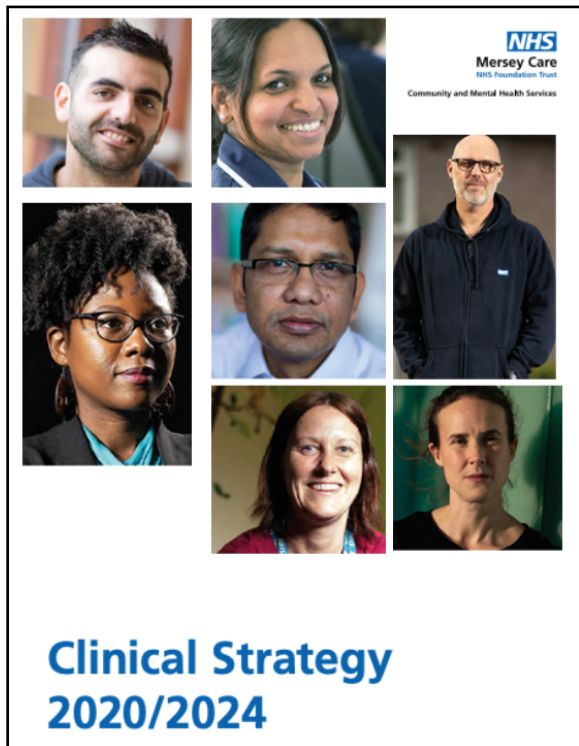


# Our clinical strategy

Our **Clinical Strategy document** outlines our strategic aims and the foundations and principles to reach our ambition of achieving clinical excellence by focusing on prevention and integration in our clinical services and supporting the clinical development of our colleagues to attract and retain the best people in our workforce.

Our aim is to deliver outstanding, integrated, compassionate and safe care across all of our services.

**We are fully committed to deliver perfect care and improving safety outcomes using a leading edge digital first approach to service development and developing a quality improvement culture that runs through every aspect of the organisation.**



## Our values

# C

### Continuous Improvement

Committed to making improvements to our services for the benefit of all.

Passion for improvement

Effective and open communication

Behaviours for collaboration

# A

### Accountability

Taking ownership to anticipate, develop and deliver high quality care.

Professional and other standards

Self-development

Flexibility

# R

### Respect

How we treat others in an inclusive and supportive way.

Respect for others

Respect for teamwork

Respect for shared values

# E

### Enthusiasm

Demonstrate our passion and pride for what we do and how we do it.

Drive and passion

Engagement and collaboration

Pride

# S

### Support

Actively supporting others with compassion and courage

Health and wellbeing

Compassionate communication

Restorative just and learning culture

***Our values are like a golden thread that run through the heart of our organisation – Mersey Care Cares***

## Centre for Perfect Care

We have established a **Centre for Perfect Care** whose mission is to help our staff continuously improve the services we provide today, whilst addressing the physical, mental health, addiction, learning disability care and wellbeing challenges of the future. For more information email or call:



**Perfect\_care@merseycare.nhs.uk**



**0151 473 2907**

## Evidence and Library Services

Perfect Care is underpinned by evidence. The Evidence and Library Services is a dedicated team of information professionals whose aim is to put evidence at the heart of clinical and corporate decision making within our organisation.

Services include:

- Access to around 12,000 online journals
- Evidence reviews and summaries
- Current awareness bulletins
- Clinical decision-making tools
- NICE guideline update service
- Group, team, or individual inductions
- Literature search training
- Book loans and book ordering
- Article request service.

At present, this service is only offered to staff, students and partner organisations of Mersey Care NHS Foundation Trust. For more information please visit: [www.evidentlybetter.org](http://www.evidentlybetter.org)

# Restorative Just and Learning Culture

Mersey Care's work to embrace a Just and Learning Culture has centred on the desire to create an environment where staff feel supported and empowered to learn when things do not go as expected, rather than feeling blamed. It's a culture that instinctively asks in the case of an adverse event: "what was responsible, not who is responsible". It's not finger-pointing and it's not blame-seeking. That said, a Just and Learning Culture is not the same as an uncritically tolerant culture where anything goes - that would be as inexcusable as a blame culture.

We have learnt from the established academic works, in particular by Professor Sidney Dekker, the man who wrote the book on Just Culture. We were delighted to welcome professor Dekker to our Trust and he spent time with staff from across Mersey Care – nurses, ward managers, directors, colleagues at all levels – to assess how the Trust is doing.

The Professor says: "A restorative justice culture asks you to give an account of how the event happened and what it meant to you. Together, we determine how to meet the needs that have arisen."

Following his visit to us, Sidney was clear we're well on our way towards this culture. There is more to do but the freedom to speak up is there. We have dedicated work streams to give a proper framework to civility, review complaints and deliver training, and staff can now access practical help online.

Restorative Just and Learning Culture is the oil that lubricates the wheels of improvement.

## Prof Joe Rafferty CBE - Chief Executive



**Click here to watch Amanda Oates, Executive Director of Workforce talk about our 'Just and Learning' culture**

# Respect and Civility work stream

## Our purpose

To explore the reasons and impact of miscommunication and poor behaviour, empowering staff to challenge and change culture.



## Our objectives

1. Raise awareness and empower staff to challenge poor behaviour and choose respect, reinforcing civility and positive culture.
2. To develop a comprehensive training programme to enhance emotional intelligence as to how behaviours can be perceived and received.
3. Triangulate data sources to measure and evaluate impact.

# How rudeness takes its toll

Studies show that even when the target of rudeness does not exact retribution, performance plummets, whether measured using cognitive or creative tasks or in terms of helpfulness. What's more witnesses are affected in similar ways. Rudeness even primes dysfunctional behaviour and aggressive thoughts. Findings suggest that rudeness can tarnish a culture - it takes a toll on people and society in multiple ways.

[Click here to read more about how rudeness takes its toll](#)

## How rudeness takes its toll

Can incivility lead to a spiral of aggression and tarnish a culture? Christine L. Porath and Amir Erez investigate.



What do we know about the effects of rudeness? Studies show that even when the target of rudeness does not exact retribution, performance plummets, whether measured using cognitive or creative tasks, or in terms of helpfulness. What's more, witnesses are affected in similar ways. Rudeness even primes dysfunctional behaviour and aggressive thoughts. Findings suggest that rudeness can tarnish a culture – it takes a toll on people and society in multiple ways.

Rude and disrespectful behaviours are very prevalent in organisations – and the situation is getting worse. One quarter of employees polled in 1998 said they were treated rudely once or more a week; by 2005 that number had risen to nearly half (Porath & Peascoe, 2010). In a poll of nearly 800 employees, 76 per cent reported witnessing workplace rudeness daily (Pearson & Porath, 2005) and this number seems to be climbing.

The growing number of reported assault acts is not limited to working organisations, nor is it restricted to one country (Thuss, 2025). A quarter of customers surveyed report that rude behaviour from service providers is common today. Half of customers surveyed report that it's not unusual to see employees treat their co-workers rudely, 50 per cent report seeing employees treat customers badly, and about 40 per cent say that they experience a loss of trust in the employees at least once a month (Porath et al., 2018). More studies

## Incivility – What happens when someone is rude?

### The facts

When someone is rude to a colleague, there is a **61% REDUCTION** in the recipient's cognitive ability.

Colleagues are **50% MORE LIKELY** to miss a calculation error and **REDUCE** their willingness to help

Our Just and Learning Culture Respect and Civility work stream is supporting ways in which we can all improve miscommunication and poor behaviour.

We wish to empower staff to challenge and change our culture. Become part of the movement

# #IWillSpeakUp

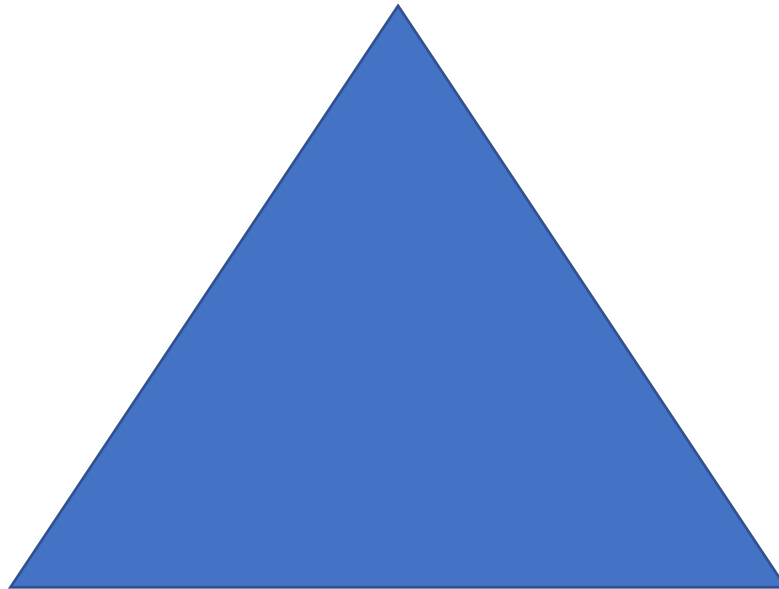
# Support for bystanders

As a Trust and the Respect and Civility Group we are especially proud of the **#IWillSpeakUp** campaign, which encourages bystanders to feel supported to 'speak up' if they see poor behaviour. This campaign has had a direct correlation on our staff survey results by ranking us in the top 2 in the country the last two years and better than national average for the question below.



**Bystander**

**Uncivil  
Behaviour**



**Recipient**

The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?					
	MCT 2020/21	MCT 2019/20	MCT National Rank*	All MH / LD / Community Trust 2020/21	Comparison with 2020/21 National Combined MH / LD and Community Trust
High Good	66.8%	66.8%	2	60.7%	Better than National Average

\* Out of 220 Trusts



# RESPECT AND CIVILITY

## in our Just and Learning Culture

We want to empower staff to challenge miscommunication, reduce hurt and always choose civility and a positive culture.

This tool describes some of the characteristics of positive and negative actions and can be used in discussions about behavioural change.



**#IWillSpeakUp**

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**#IWillSpeakUp**

## Respect and Civility agenda

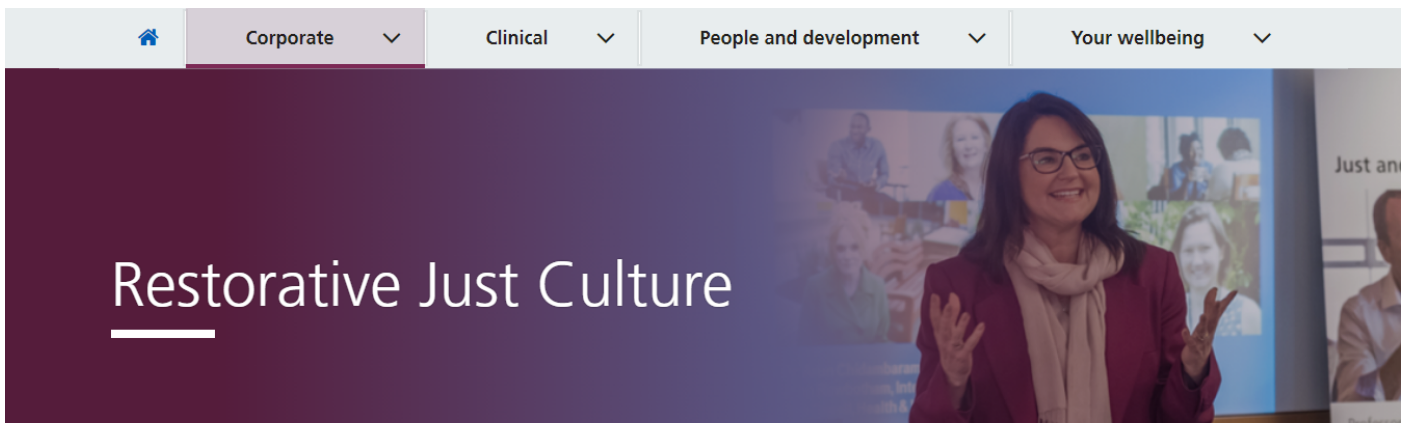
Just and Learning is endorsed by the Trusts Board of Directors as one of our quality improvement priorities (BHAG - Big Hairy Ambitious Goals). Our development of a respect and civility agenda has also been short-listed and won several national awards.

**Click here to find out more about Mersey Care's Civility Jigsaw**



# Restorative Just Culture eLearning

There are a number of work streams to embed our culture across our expanding services. Find out more about our Restorative and Just Culture by visiting the **Restorative Just Culture on YourSpace**.



## Module 1

### **Click here to access module 1**

We look at how being a rules-based organisation meant there was a lack of awareness of the psychological harm of some HR processes.

## Module 2

### **Click here to access module 2**

We acknowledge that mistakes can and will happen

## Module 3

### **Click here to access module 3**

We hear that a Just and Learning Culture must have the full commitment of the Board of Directors and senior leaders and influencers to answer your questions.

## Module 4

### **Click here to access module 4**

Our staff role play a real life upsetting situation – can you help them?

# Freedom To Speak Up

When things go wrong, we need to make sure that lessons are learnt, and things are improved. If we think something might go or be wrong, it's important that we all feel able to speak up so that potential harm is prevented. It is our right, but it is also our responsibility. Even when things are good, but could be better still, we should feel able to make a suggestion and expect what we say to be listened to and used as an opportunity for improvement. Speaking up is about anything that gets in the way of providing good care.

The best place to start to raise concerns or ideas is with your line manager. If you feel unable to do this, or if you have tried this before and things have not changed, our [Freedom to Speak Up Guardians](#) are here to help. They will discuss your concerns and help you decide how best to go forward. You can remain anonymous, though you would not receive feedback. Your confidentiality will be respected at all times.

## Freedom to Speak up Guardians

	<p><b>Pat Prescott</b>          Freedom to Speak up Guardian for Corporate and local division</p> <p><b>Days of work:</b> Thursday and Friday</p> <p><b>Telephone:</b> 07774 969 085  <b>Email:</b> <a href="mailto:Pat.Prescott@merseycare.nhs.uk">Pat.Prescott@merseycare.nhs.uk</a></p>
	<p><b>Steven Morgan</b>          Freedom to Speak up Guardian for Secure and specialist learning disability division</p> <p><b>Days of work:</b> Monday and Thursday</p> <p><b>Telephone:</b> 07469 396 927  <b>Email:</b> <a href="mailto:Steven.Morgan@merseycare.nhs.uk">Steven.Morgan@merseycare.nhs.uk</a></p>
	<p><b>Sue Fogg</b>          Freedom to Speak up Guardian for Mid-Mersey division</p> <p><b>Days of work:</b> Monday to Friday</p> <p><b>Telephone:</b> 01925 664 142  <b>Email:</b> <a href="mailto:Sue.Fogg@merseycare.nhs.uk">Sue.Fogg@merseycare.nhs.uk</a></p>

You can also contact our shared account at: [Freedomtospeak.guardian@merseycare.nhs.uk](mailto:Freedomtospeak.guardian@merseycare.nhs.uk)

## **One person can make a difference**

### **Don't rely on other people to report a risk, wrong-doing or malpractice**

We encourage and support staff who wish to raise a concern about patient or staff safety. Speaking up about any concern you have is really important.

It helps us to continuously improve our services for patients and the working environment for our staff.

To raise a concern, you can contact our guardians by email:

**[Freedomtospeaktospeakup@merseycare.nhs.uk](mailto:Freedomtospeaktospeakup@merseycare.nhs.uk)**

Or by calling:

**0151 296 75757**

## Raising concerns

Although there is currently no legal definition, “whistle-blowing” has come to be accepted as the disclosure by an employee of confidential information which relates to some danger, fraud or other illegal or unethical conduct connected with the workplace, be it of the employer or of his / her fellow employees, but workers can speak up about anything that gets in the way of high-quality effective care, or that affects their working life.

There are many channels for speaking up in Mersey Care, about anything that gets in the way of delivering safe and high-quality care or affects your experience in the workplace. “Speaking Up” is something that should happen as ‘business as usual’.

Speaking up may take many forms including a quick discussion with a line manager, a suggestion for improvement submitted as part of a staff suggestion scheme, raising an issue with a Freedom to Speak Up Guardian, or bringing a matter to the attention of a regulator.

Some people may interpret all or some of these actions as ‘whistle-blowing’, others may only associate ‘whistle-blowing’ with something that is ‘formal’, or a matter that is escalated outside an organisation, or to describe something that may qualify for ‘protection’ under the Public Interest Disclosure Act. Speaking up is about all of these things.

### Who can speak up?

Speaking up policies and processes are there to support staff. This includes any healthcare professionals, non-clinical staff, senior, middle and junior managers, volunteers, students, bank and agency staff, and former employees. There are other routes for patients and their families to raise matters of concern or to make suggestions for improvement, including Patient Advice and Liaison Services (PALS).

### Click here to watch our Raising concerns video



## Staff Side

If you are already in a trade union and pay by direct debit, or you were paying via salary, you will need to contact a local union representative to ensure your membership details are transferred into the appropriate branch or contact your trade union directly to update your new employer.

**Staff Side** is made up of a number of trade unions and professional organisations located within Mersey Care and recognise the benefits of working together for all our colleagues and service users. All Staff Side officers are elected to their positions.

## Staff Side Officers

Amanda Gregory	Staff Side Chair	07866 088 751
Marg Dowd	RCN	07769 645 049
Lorraine Lewis	Staff Side Secretary	0151 471 2247 or 07717 225054
Ray Gerrard	RCN	07717 715 842
Ian Raven	UNITE Lead Representative	0151 471 2393 or 07880 273 543
Chris Sullivan	Unison	07979 508 270
Chris Chamley	GMB Lead Representative	07753 616 880

## Health and Safety Staff Side Officers

Christopher Tyack	Staff Side Health and Safety Chair	0151 471 2234
Martin Garlic	Staff Side Health and Safety Secretary	07515 328 097 or 07557 588 230



## Mersey Care staff side organisations

Organisation	Contact name	Contact telephone number
British Dental Association	Lisa Allen Ruth Howie	0151 224 3250 / 01704 385 040 07739 350 537
The Association of UK Dieticians	Joanne Hughes	0151 295 3868
British Medical Association	Dr. Vijay Eswaran	0151 250 6026 / 0151 709 5660
Chartered Society of Physiotherapy	Gabrielle Archer	0151 247 6113 / 0777 554 665
GMB General Trade Union	Christopher Chamley	07753 616 889
Prison Officer Association	Lorraine Lewis Dave Whalley	0151 471 2247 / 07717 225 054
Royal College of Nursing	Dave Aimson <b>Deputies:</b> Margaret Dowd Suzanne Butler	0151 472 2609 / 07880 262 075 0151 295 3132 / 07769 645 049 07824 546 036
Royal College of Occupational Therapists	Caroline Angell	07867 187 562
Unite	Ian Raven Eve Pennington	0151 471 2393 / 07880 273 543 07782 532 380
Unision	Amanda Gregory <b>Deputy:</b> Dave Underwood	0151 471 7847 / 07866 088 751 07841 685 819

# Organisational Effectiveness and Learning

Organisational Effectiveness and Learning supports teams and individuals to flourish across the whole of the Trust.

Our mandatory training ensures colleagues are kept up to date with the key knowledge and skills to do their jobs effectively.

Our bespoke work with teams using the Team Canvas as our guide and evidence based practice at its foundation, helps you to set the vision for excellence and align your goals to the Trust.

Our Leadership Programmes Arrive, Strive and Thrive help you on the pathway to thrive.

All of this supports our unified goal of Perfect Care.

# Essentials for all staff

## Mandatory training courses including induction

With a mixture of online sessions and face to face formats, everyone can access the fundamental training they need to undertake their roles. Take a look at the detail in the sections 1 and 2 in the Learning and Development Prospectus, accessible from the home page of YourSpace

## Supervision process

Supervision is one of the key processes, all colleagues will participate in to discuss and understand their role, responsibilities, and objectives. The Trust is committed to supporting colleagues to receive management supervision, and in addition clinical colleagues receive appropriate clinical, safeguarding supervision in line with Trust policies and respective professional body guidance. Your manager will provide information about the supervision processes within your team.

## Workplace Induction Checklist

To support your journey into the organisation, all colleagues will be provided with a localised workplace induction within their team. The aim of this will be to provide all the essential and practical knowledge and information you will need to undertake your role. Your line manager will coordinate this, and it will be completed using the Trusts Induction Checklist which can be found on the Staff Hub.

## PACE Lite including Maximising Potential conversations

Understand how to navigate your way round the Trust's annual development review process. For those managing senior bands, sign up for Maximising Potential sessions, to ensure we have a strong talent pathway established for our teams.

## One to one Coaching

Allow yourself the space and time to think through your own problems and goals. You will be assigned an experienced and qualified practitioner from our network of trained coaches. Your coach will meet with you (online) regularly, to provide a listening ear and deliver the challenging questions you need to unlock your potential.

## Resilience through change

Sessions run all year round to help you prepare you for a world which feels outside of your control. Run by the Wellbeing Service.

## Managing Challenging Conversations

Tools and tips to help make those hard to face conversations more manageable.

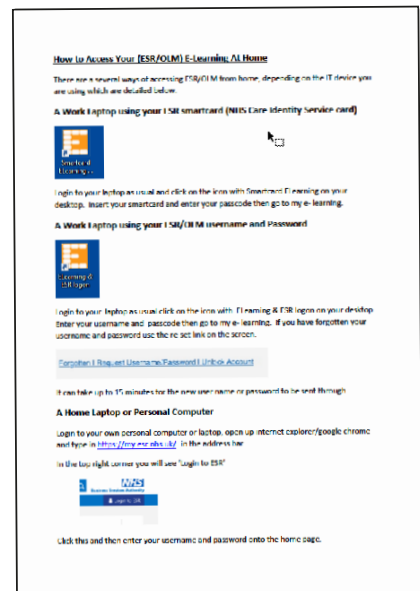
# Mandatory training

As part of your induction, all colleagues are required to complete mandatory training within the **first 30 days** of employment. Mersey Care has adopted the UK Core Skills Training Framework (CSTF) and the system we use to complete these subjects is **ESR/ OLM (Electronic Staff Records/ Oracle Learning Management System)**. If you have previously worked in another NHS Trust and completed Core Skills Framework e-learning, this will be transferred with you. \*

- Conflict Resolution
- Equality & Diversity
- Fire Safety
- Health and Safety
- Infection Prevention & Control
- Moving & Handling
- Preventing Radicalisation
- Safeguarding Adults
- Safeguarding Children

\*Mid-Mersey Division colleagues describe this training differently, however the courses remain the same.

**Click here to read the ESR guide on how to log in.**



## Your development – PACE lite

**We are proud of the PACE Lite process and how it recognises the importance of everyone's role. Extensive training is provided to reviewers and reviewees to ensure your PACE Lite experience is meaningful.**

Personal and professional development helps manage your own learning and growth throughout your career. Continuous learning helps open up new doors in your career, keep your skills and knowledge up to date and ensure you practice safely and legally. The NHS offers continuous professional development (CPD) opportunities for all staff at every level.

PACE Lite (Personal Achievement and Contribution Evaluation) is our online values-based appraisal system. You can **access PACE Lite** from **People and Development/PACE and yourSupervision** on the **Mersey Care YourSpace**.

yourPace gives you the opportunity to:

- Reflect on your performance, aspirations and development
- Discuss these with your reviewer
- Get feedback about how you demonstrate our CARES values
- Set clear objectives with your reviewer that are meaningful and connect to the Trust's strategic priorities
- Plan your development and identify any support you might need.
- Record your maximising potential result
- Complete the health and wellbeing assessment and discuss with your reviewer

**Please note:**

For staff working within Mid Mersey Division, you will use PACE in 2022. For this year, the current process is to complete appraisal paperwork with your manager.

## Role specific mandated training

Most colleagues are required to undertake additional training which provides compulsory knowledge or clinical skills to perform their role and meet the need of our service users. To find out more, visit the **Learning and Development prospectus from YourSpace** and choose **Section One**.

Further Detail	Audience
<p>We have over 50 different courses on offer at different levels in the following subject areas.</p> <ul style="list-style-type: none"> <li>■ Personal Safety</li> <li>■ Resuscitation</li> <li>■ Moving and Handling</li> <li>■ Safeguarding</li> <li>■ Mental Health Training</li> <li>■ Medicine Management</li> <li>■ Infection, Prevention and Control</li> <li>■ Physical Health Training</li> </ul>	<p>These competencies will be added to your ESR/ OLM profile based upon the requirements of your role, as agreed by our subject matter experts, national guidance and governing bodies.</p>

**\* Mid-Mersey Division colleagues describe this training differently**

## Continuous professional development (CPD)

In addition colleagues are required undertake additional training which enhances their performance in line with divisional requirements. There is also the opportunity to apply annually for externally study in line with Trust policies and national criteria. To find out more, visit the **Learning and Development prospectus from YourSpace** and choose **Section Four**.

Continuous Professional Development Courses (CPD)
Adverse Incidents
Brief Advice on Second-hand Smoke
Complaints Handling
Dementia Awareness
Fraud Awareness
Learning Disability Awareness
Respect and Civility Awareness
Role Specific (Interim) Basic PEE 2020
Suicide Prevention & Safety Planning

**\* Mid-Mersey Division colleagues describe this training differently**

## Our leadership offer

- Access to coaching
- Access to Mentoring
- BAME support
- Leadership and Management Forums

<b>Executive Suite</b>	<ul style="list-style-type: none"> <li>■ For those in Executive roles</li> </ul>
<b>DRIVE</b>	<ul style="list-style-type: none"> <li>■ For strategic leaders (bands 8c and above)</li> <li>■ Leading across systems, delivered in collaboration with partner organisation</li> </ul>
<b>CRISIS</b>	<ul style="list-style-type: none"> <li>■ For all Leaders</li> <li>■ To manage and lead during the global crisis</li> </ul>
<b>THRIVE</b>	<ul style="list-style-type: none"> <li>■ For team leaders and operational managers (bands 7-8b)</li> </ul>
<b>STRIVE</b>	<ul style="list-style-type: none"> <li>■ For people transitioning into their first leadership role (bands 5-6)</li> </ul>
<b>ARRIVE</b>	<ul style="list-style-type: none"> <li>■ For all those in the first management role or new to management in Mersey Care</li> </ul>

To find out more, visit the **Learning and Development prospectus from YourSpace** and choose **Section Three**.



## The Leadership pathway

	<b>ARRIVE</b> Introductory programme for managers	<b>STRIVE</b> Development programme for aspiring or first line managers	<b>THRIVE</b> Development programme for Leaders
<b>Purpose</b>	Equipping colleagues with the essential knowledge to succeed as a manager in Mersey Care	Equip managers with skills to manage teams and align objectives to Division and Trust Values, Goals and Objectives.	Equip leaders with Transformational Leadership skills to influence a change of behaviours in self and others.
<b>Approach</b>	Facilitated online sessions Increased 'offline' activity Pre-work and post-work to complete	Facilitated online sessions Increased 'offline' activity Pre-work and post-work Quality Improvement Project	Facilitated online sessions Increased 'offline' activity Pre-work and post-work Change Project Action Learning Sets
<b>Audience</b>	New to Mersey Care New to the role of management	Band 5 and 6 Aspiring Band 4	Band 7 and 8
<b>Time Frame</b>	1 Modules over 3 months Sessions run weekly	11 modules over 3 months Sessions run weekly	9 modules over 6 months Action Learning Sets Sessions run every two weeks
<b>F2F</b>	22.5 hours	31 hours	47 hours
<b>Self Study</b>	10 hours	9 hours	27 hours
<b>Project</b>		10 hours	76 hours (flexible)
Total Time	<b>32.5 hours</b>	<b>50 hours</b>	<b>150 hours</b>

To find out more, visit the **Learning and Development prospectus from YourSpace** and choose **Section Three**.

## Support for high performing teams

<p><b>High Performing Teams – The Team Canvas</b></p>	<p>This course can be booked as a one day session or can be accessed by attending ARRIVE. The online interactive workshop equips managers with the skills and materials to develop a Team Canvas with the teams.</p>
<p><b>Q&amp;A support for teams approaching Quality Review (QRV)</b></p>	<p>These 60 minute sessions are targeted at those staff who are preparing for QRV. A chance to hear the tips, direct from the assessment team.</p>
<p><b>Team Based Working</b></p>	<p>Team Leaders can request bespoke work with teams who are undergoing change, difficult times, working towards accreditation or at risk of underperforming.</p>
<p><b>Team Time</b></p>	<p>These one hour sessions are adapted from the Schwartz round model where a panel of volunteers are encouraged to tell their personal stories of working to share the highs and lows of working in a healthcare setting.</p> <p>Team Time is a powerful bonding session, which resonates well with many staff.</p>

## Creating an Environment where everyone can flourish

<p><b>Virtual Leaders Forum</b></p>	<p>This is a regular 90 minute online event (monthly until further notice) bringing all Trust leaders together for updates, discussion and peer support. Each event agenda is designed to cover current topics, featuring updates from our Executive Team and guest speakers.</p>
<p><b>Restorative Just and Learning Culture</b></p>	<p>This one day course brings to life Mersey Care's People Plan, our Just and Learning objectives and our trust values and behaviours. It introduces colleagues to our Just &amp; Learning Culture, Respect &amp; Civility activities and our four step restorative process.</p>

# High Performing Teams: The Team Canvas

All Mersey Care teams will have completed a Team Canvas by March 2022. The Canvas is created collaboratively with all staff involved and it is reviewed regularly.

It is a tool to help establish team goals and priorities, and preparation of the canvas in itself can lead to more productive ways of working as team members get to contribute to a shared commitment of how they want to act and learn as a team, and how they want to make improvements at team level.

There are 4 quadrants to complete: The **WHAT**, the **HOW**, the **WHO** and the **SO WHAT/REVIEW**.

- **WHAT:** Purpose, goals and objectives
- **HOW:** A “charter” of how a team works together
- **WHO:** Who is in the team and others the team works with
- **SO WHAT/REVIEW:** How the team will review its performance

The image shows a template for 'Our Team Canvas'. At the top, there is a blue banner with the title 'Our Team Canvas' and the NHS Mersey Care logo. Below the banner is a grey box with the text '\*\*\*Insert team or ward name here\*\*\*'. The canvas is divided into four quadrants:

- WHAT:** Contains sections for 'Our Purpose:' and 'Our Objectives:'.
- HOW:** A large empty box for defining team processes.
- WHO:** Divided into two sub-sections: 'Who's in our team:' and 'Others we work with:'.
- SO WHAT/REVIEW:** A large empty box for defining performance review processes.

The Team Canvas also provides a basis for team level conversations around Psychological Safety, inclusivity and Restorative Practice and links to our Operational and Clinical strategies. It forms part of our accreditation framework for operational excellence at team level.

## Engaging with colleagues

<p><b>Culture of Care Barometer</b></p>	<p>At Mersey Care, we want our people to feel safe, happy and valued at work so that we can all play our part in the delivery of high quality and compassionate patient care.</p> <p>Three times a year, we run the Culture of Care Barometer to give you regular opportunities to share your experience so that we can work together to improve how it feels to work for Mersey Care.</p> <p>Your responses will be combined to produce reports at Trust, Division and Team Levels that are aimed to help you check-in as a team, highlight what is working well and what could be improved.</p>
<p><b>NHS Staff Survey</b></p>	<p>Each year NHS staff are invited to take part in the NHS Staff Survey. It gathers views on staff experience at work around key areas and includes:</p> <ul style="list-style-type: none"> <li>■ Appraisal and development</li> <li>■ Health and wellbeing</li> <li>■ Staff engagement and involvement</li> <li>■ Raising concerns</li> </ul>
<p><b>Birthday Breakfast</b></p>	<p>You will be invited to join our Chief Executive, Joe Rafferty and other senior leaders at this quarterly event near to your birthday. This forum is an informal chance to talk to Joe and the senior team, ask questions and share any ideas or issues in an open way. This is normally a face-to-face meeting held quarterly, with a small group of staff from all disciplines, grades, locations and backgrounds in a relaxed, informal and informative chat. You can contribute as much or as little as you feel comfortable.</p>
<p><b>Mega Conversations</b></p>	<p>This is a series of engagement events that we really value in Mersey Care. We think of it as a big family conference where we put things on the table and look at what is priority for you in your ward or team. They are honest, challenging and lively - and ultimately constructive and valuable. Find out more about <b>Mega Conversations</b>.</p>

## Engaging with colleagues

<p><b>Your Recognition</b></p>	<p><b>Your Recognition</b> is all about rewarding your good work, commitment to caring, and successes that make a difference to the lives of our service users, patients, carers and families as well as our staff and teams.</p> <p><b>Nominate for:</b></p> <ul style="list-style-type: none"> <li>■ Employee of the Month</li> <li>■ Team of the Month</li> </ul>
<p><b>Your Thank You</b></p>	<p>Your Thank You enables you to send a thank you to a colleague who has done something that has really made a difference, or has demonstrated our values?</p> <p>Receiving a thank you lets you know that your hard work has been noticed. Not only that, the thank you automatically goes into your PACE and the great news is that the system automatically notifies your line manager so they are aware of the great work you are doing.</p>
<p><b>Positive Achievement Awards</b></p>	<p>Positive Achievement Awards recognise the good work, commitment to caring, personal and collective of everyone connected to our trust.</p>

# Health and Wellbeing

## Colleague Support Pack



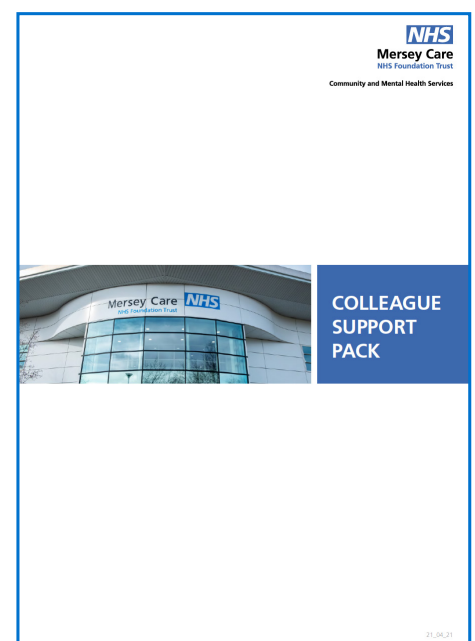
**Ben Towell**  
Health and wellbeing Manager

As we continue to work through this period of uncertainty and change, it is even more important that we as employees take time to focus and invest in our psychological and physical wellbeing.

This **Colleague Support Pack** compiles the best national and international evidence-based guidance that we at Mersey Care have shaped and moulded into a range of intervention that is readily available for you, our staff.

As well as phone numbers and links, there are ideas and suggestions to support you. Some may seem obvious, even over-simplistic. But saying we should take time to keep ourselves fit mentally and physically is absolutely fundamental and a duty of care we all have to keep ourselves, colleagues and the communities we care for.

**Click here to access the Colleague Support Pack**



# Health and wellbeing at work services

Our occupational health service is an advisory in-house service for all staff. The service offers advice on how health can affect work and how work can affect health. It also advises on physical and mental health issues and looks for ways to improve opportunities for good **health in the workplace**.

**Services are confidential and include:**

- Occupational Health
- Occupational physiotherapy
- Psychological support and counselling
- Health and wellbeing

Service	Availability
<b>Occupational Health            Occupational Physiotherapy            Health and wellbeing services</b>	Monday - Friday 8:00 am to 4:30 pm
<b>Psychological Support and            Counselling services</b>	Telephone: 0151 330 8103  Monday - Friday 8:00 am to 5:00 pm  (Between 5:00 pm and 8:00 am and at weekends, you will be redirected from to a confidential external service)




Health and wellbeing services are based at:

Mersey Care NHS Trust	North West Boroughs
Switch House, Switch Island Business Park, North Perimeter Road, Bootle, Liverpool. L30 7PT	Hollins Park Hospital, Hollins Lane, Winwick, Warrington. WA2 8WA
<b>Telephone</b> 0151 471 2451	<b>Telephone</b> 01925 664 000
Email: <b>occupationalhealth@merseycare.nhs.uk</b>	Email: <b>OccHealth@merseycare.nhs.uk</b>

Additional health and wellbeing support can be found at  
**Cheshire and Merseyside Resilience Hub**

**Welcome to the Cheshire and Merseyside Resilience Hub**

Tough day? Help is at hand. The Cheshire and Merseyside Resilience Hub is here to ensure all NHS staff in the region have access to the right support, information and confidential psychological interventions they need through the COVID-19 pandemic and beyond. Please browse our collection of resources to find what you need, from self-help to psychological help to training for your organisation. Resilience is a strength. Let us help you find yours.



## Staff networks

In line with our trust values, we wish to develop and promote a culture of dignity, respect and inclusion for all.

To support this, we have in place a number of different staff networks that meet regularly to support, promote and advance equality in the workplace for those that have dyslexia and dyspraxia, that identify as black and Asian minority ethnic (BAME), are female, or lesbian, gay, bisexual, transgender and sexual minorities (LGBTi).

Each network has a board level sponsor. More information is available on YourSpace for each network. You can also click on the links below to find out more information.

- **Black and Minority Ethnic Staff Network**
- **Dyslexia and Dyspraxia Staff Network**
- **LGBT\* Staff Network**
- **Mid Mersey Staff Network**
- **Women's Staff Network**
- **Armed Forces Staff Network**

## Staff support groups

Mersey Care counsellors are delighted to offer a new online peer support group for staff members who are currently in a personal caring role and monthly sessions will be held that you can easily book online. The sessions will be facilitated by two counsellors from the staff Health and Wellbeing Service. If you would like more information, please contact:

[staffsupportservices@merseycare.nhs.uk](mailto:staffsupportservices@merseycare.nhs.uk)

We also offer the following **Staff Support groups**

### Colleague Common Room

Colleague Common Room that conversation in the break out area could have really made someone's day. You may have been the first person in weeks to ask someone how they are, we want to reignite these conversations and daily prompts.

All colleagues are invited to a virtual weekly catch up and a cuppa in our virtual colleague common room so that we can 'check in', see how one another are and basically try to stay engaged within these times that can sometimes feel pretty full on.

If you would like more information, please contact: [\*\*staffsupportservices@merseycare.nhs.uk\*\*](mailto:staffsupportservices@merseycare.nhs.uk)

### Buddy System

Our buddy system offers colleagues the opportunity to 'buddy up' check in on one another prompting positive action to support one another's welfare.

The system can be used for general weekly check ins, a vehicle to offer support and encouragement or a place for you both to share concerns – this could be particularly useful for staff who are now working from home, or for anyone who needs some company and dialogue.

If you would like more information, please contact: [\*\*staffsupportservices@merseycare.nhs.uk\*\*](mailto:staffsupportservices@merseycare.nhs.uk)

### My menopause sessions

We are holding monthly sessions via an online platform that you will easily be able to book onto. The session will be facilitated by two counsellors from the Staff Health and Wellbeing Service, Julie Roberts and Becky Dickens.

We have been lucky enough to secure the time and expertise from some of the consultants from our Sexual and Reproductive Health Service and they will attend some but not all the sessions.

If you would like more information, please contact: [\*\*staffsupportservices@merseycare.nhs.uk\*\*](mailto:staffsupportservices@merseycare.nhs.uk)

# Your HR

## Workforce

The workforce function exists to support Mersey Care in ensuring the right staff are in the right roles, at the right time, providing Perfect Care and that our trust is recognised as a great place to work.

From **YourSpace**, under **People and Development**, the **Workforce** hub gives you access to: HR Information, ESR Self Service, Occupational health and wellbeing service, E-roster and temporary staffing, Employee lifecycle and recruitment.

There is an option for **Mersey Care staff**

Employee Lifecycle	E-Roster and temporary staffing	ESR self service
Recruitment	HR contacts	Team development
Work based learning	SimpleSaf	

There is also an option for **Former NWB Staff**

Care Collaboratives	Datix incident reporting	Physical health in-reach hub
Kinnect	Clinical Skills.net	Lesson learned framework
Medicines management	MySupervision	Mid Mersey division COVID-19 staff guidance
Mid Mersey Division news	Mid Mersey division policies and procedures guidance	Mid Mersey division HR guidance
Infection control guidance	Transfer to Mersey Care - Mid Mersey division	IT support for Mid Mersey division staff
St Helens 0-19 transfer		

# HR services

From **YourSpace**, the **HR Services** option is where you will find lots of useful information to help you in your role.

## The Managers' Hub and Staff Hub

The launch of the Manager's hub and the Staff Hub reflects the need to learn together and support your effectiveness and efficiency. Both support staff and managers in their roles and provide documents and links to help you.

The hubs will evolve over time. The OE team want to hear from you about what works and how this can be developed. Please email: [staff.hub@merseycare.nhs.uk](mailto:staff.hub@merseycare.nhs.uk)

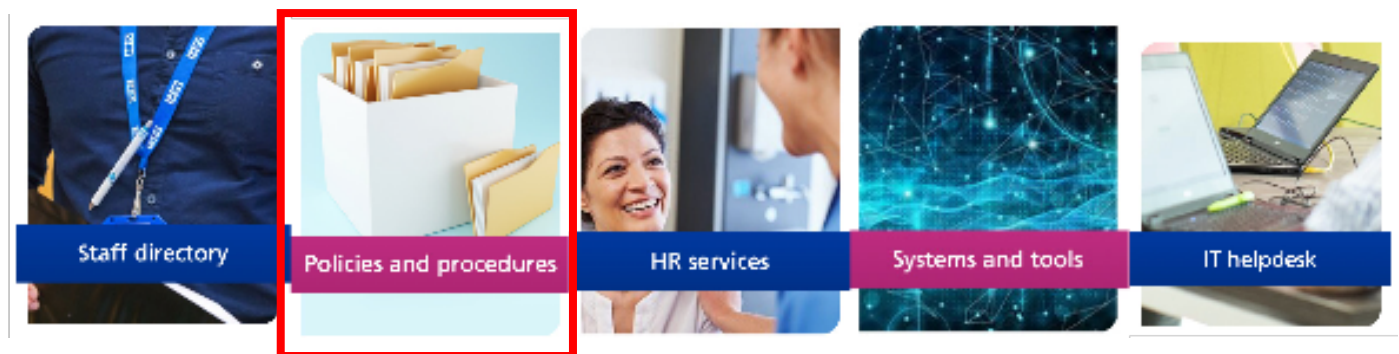
## Mid Mersey Division HR guidance

Staff who transferred from North West Boroughs Healthcare on 1 June 2021 and now part of the Mid Mersey division, can access their **HR guidance** from **YourSpace**.

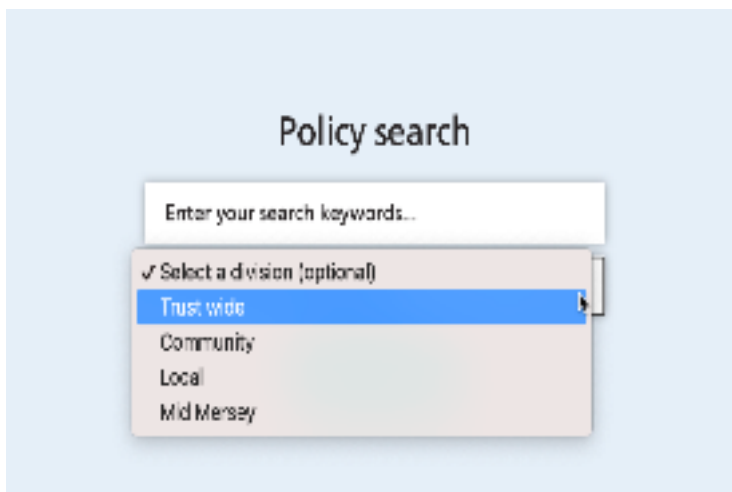
Current vacancies	Evidence and Library services	<b>Learning and Development Prospectus</b> Welcome to the Learning and Development Prospectus
Managers' Hub	Mid Mersey Division HR guidance	PACE and yourSupervision
Performance, development and supervision	Practice education facilitators (PEFs)	Staff Hub
Training	Workforce	<b>YourRecognition</b> A place to say thanks to a colleague or team
		<b>Mega Conversations - your voice, your change</b> A place to say thanks to a colleague or team

# Policies and procedures

Trust wide policies and procedures can be found on the **YourSpace portal**. Staff are advised to always check that they are using the correct version of any policies rather than referring to locally held copies. The most up to date version of all Trust policies can be found on the **Policies and procedures area**



From the the **Policies and procedures area**, you can either search for a key word, policy number if you know it or filter on division to find the policy you require



# Keeping you safe

## Our commitment to safety, quality and compliance

We strive for openness and effective management of all risk, and we have a comprehensive set of policies and procedures to support our commitment to keeping you safe while you or someone you love is in our care. We aspire to the very highest quality of care across our range of services, learning from the experiences of both our staff and the people who have used our services.

Our sites are inspected by independent regulatory bodies, including the Care Quality Commission, and all demonstrate a consistently high quality of care.

### Our promise to you

No matter what role a person may have within our trust, each and everyone one of us is committed to providing the best care we can. To enhance safety the trust, in accordance with national guidelines investigates all serious incidents, shares full details of the findings of reviews with the service user and family and disseminates learning from incidents across the trust using a variety of methods including:

### Oxford Model Events

The Oxford Model is a way of taking forward the lessons learnt from serious untoward incidents or complaints and sharing that learning with a broader audience to identify further issues or concerns and help staff and partner organisations learn how similar events can be prevented from happening in the future.

### Psychological Safety

At Mersey Care, we consider whole person safety is equally important as physical safety. For more information, please refer to the **Health and Wellbeing section**

### Quality Review (QRV)

The Quality Review Standard (QRV) is an assessment tool allowing Teams/Wards to appraise their own compliance on a monthly basis against the CQC key lines of enquiry. An internal review by QRV Leads will assess and rate the ward according to evidence and assurance that teams are meeting the CQC key lines of enquiry.

Team/Wards who achieve at least Good for their last two QRVs will be invited to apply for accreditation, which involves an assessment against the STEEEP-L standards and the CQC Key Lines of Enquiry characteristics of Outstanding.



## Quality Practice Alerts

Quality Practice Alerts are a system for communicating to all trust staff important health and safety information that may impact on working procedures or have the potential to be a workplace hazard.

Newsletters to staff regarding events that have happened and actions taken to prevent them happening again. Action plans are monitored and share with those who commission our services.

## Incident reporting

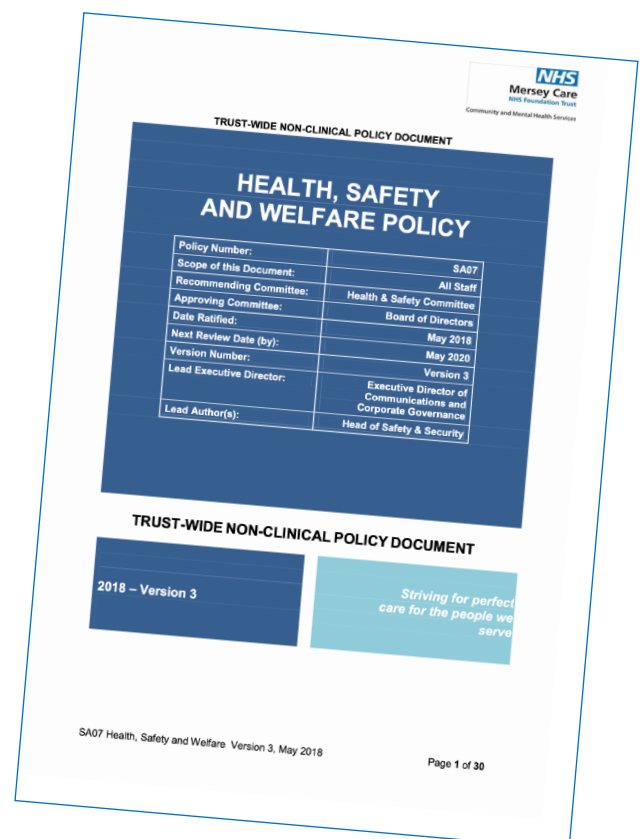
All accidents/incidents must be recorded on the trusts incident reporting system, DATIX or Ulysses for SpLD (Specialist Learning Disability Services). Reports will be regularly reviewed to ascertain the nature of incidents which have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

There is a great deal of information to absorb in this induction about your new workplace and it is easy to overlook basic safety arrangements, but new staff are initially likely to be more vulnerable than existing employees. You will be required to complete your mandatory e-learning training that covers Health and Safety at our Trust.

## Mandatory e-learning training

- Conflict Resolution
- Equality and Diversity
- **Fire Safety Health and Safety**
- Infection Prevention and Control
- **Moving and Handling**
- Preventing Radicalisation
- Safeguarding Adults
- Safeguarding Children

Read more – **SA07 – Health and Safety Welfare Policy**



## Health and safety at work

The health and safety team provide specialist advice and support Trust wide to staff and senior management. The team are located within the Estates and Facilities department.

The team support Estates and Facilities with reviewing of method statements and risk assessments and COSHH related concerns. The team are responsible for the Trust health and safety **policies and procedures** and ensuring compliance with health and safety legislation. All staff must carry out a **Display Screen Equipment (DSE) assessments** which the health and safety team support staff with completing if required.

The team support in carrying out workplace inspections, risk assessments (**COVID, Environmental Suicide Risk Assessments (ESRAS's)**) and audits (QRV, SPA). The health and safety team are an integral part in any projects (new builds or refurbishment) and can provide advice and support from the design phase on any projects. The health and safety team also deliver health and safety training on Trust Induction. Due to the ongoing COVID situation, the health and safety team are supporting the Trust with mask fit testing.

The Trust fire drills, fire warden training and evacuation chair training is also the responsibility of the health and safety team. Manual handling Training (object and patient focused) is also delivered by the health and safety team.

Any security issues outside of Secure division is the responsibility of the health and safety team including security risk assessments and lone working arrangements. The team are the Trust point of contact in relation to lone working devices.

The team support the Trust with CCTV compliance and the downloading of CCTV footage and having input into the design of the CCTV system. The health and safety team support staff when dealing with Police issues, dealing with Police requests and supporting staff with any violence and aggression concerns.

Area	Name
Secure and Specialist Learning Disability division	Joe.Murray@merseycare.nhs.uk
Community division	Angela.Devaney@merseycare.nhs.uk mark.clayton@merseycare.nhs.uk
Local division	David.Berry@merseycare.nhs.uk
Trust Fire	daniel.grundy@merseycare.nhs.uk Trevor.Duggan@merseycare.nhs.uk
Manual handling	clare.parkinson@merseycare.nhs.uk
Head of Safety and Security	joanne.fowlis@merseycare.nhs.uk

# Your safety at work

## Infection Control

The Infection Prevention and Control Team are a group of specialist nurses who provide advice and support to all matters relating to infections diseases within the Mersey Care NHS foundation Trust area.

The team provide this support and advice by undertaking/providing:

- Infection Prevention and Control audits
- Managing outbreaks of infection, working closely with Environmental Health and Public Health England
- Monitoring and surveillance of specific infections
- Specialist infection prevention and control advice
- Educational programmes for Mersey Care NHS Foundation Trust staff, care home staff and other independent agencies
- Development and review of policies and procedures
- The team will offer advice on design of new healthcare buildings, equipment choice and decontamination
- Support for Implementation of National Patient Safety Agency Cleanliness audits
- Study days / awareness days to promote Infection Prevention and Control
- Specific advice to patients who have been diagnosed with Hepatitis B/ Clostridium difficile or other infections

For more information email: [infectioncontrol@merseycare.nhs.uk](mailto:infectioncontrol@merseycare.nhs.uk)

## PPE

Everyone working in hospitals and healthcare services must wear a face mask In **ALL** areas (including those designated COVID-19 secure).

It is imperative that **ALL STAFF**, clinical and non-clinical, including office based (unless working entirely alone), must wear masks at **ALL TIMES** and in **ALL AREAS**.

# Fire Safety

Everyone has a duty of care with regards to fire safety. The Trust fire drills, fire warden training and evacuation chair training is the responsibility of the health and safety team. Look out for this on your mandatory training.

Please make sure you follow these simple guidelines to help stay safe:

- **DO NOT** wedge doors open
- **DO NOT** overload extension leads
- **DO NOT** store equipment in evacuation corridors
- All electrical equipment needs to be PAT tested
- Fire alarms in Secure areas are operated by a key, please make sure when issued with your keys you are aware which one operates the fire alarm!

If you have any safety concerns, please raise to the estates department:

**Daniel.Grundy@merseycare.nhs.uk** or **Trevor Duggan@merseycare.nhs.uk**

# Safeguarding

**Safeguarding Adults and Children** is a key feature in all business of Mersey Care NHS Trust. All staff, Service Users, Patients, Volunteers, and our partner agencies have responsibilities to ensure we safeguard those who need safeguarding.

Everybody in Mersey Care NHS Trust must work together with our partner agencies to “Make Safeguarding Personal” and recognise the importance of the “Voice of the Child” and Adult.



## Safeguarding Contact Information

Safeguarding Team	Safeguarding Children Team	Liverpool Community Safeguarding Adults Team
<p>Mersey Care NHS Foundation Trust            Management Corridor            Broadoak Unit            L14 3PJ</p> <p><b>Tel:</b> 0151 250 5203  <b>Secure email:</b>  <b>mct.safeguardingteam@nhs.net</b></p>	<p>Mersey Care, 2nd Floor            (South Entrance)            Burlington House,            Crosby, Waterloo            Liverpool            L22 0QB</p> <p><b>Tel:</b> 0151 285 4661</p> <p><b>On call duty line for Safeguarding Children:</b>            0151 285 4660 Monday - Friday  <b>(9.00 am till 4.30 pm)</b></p>	<p>Mersey Care, 2nd Floor (South Entrance)            Burlington House,            Crosby            Waterloo            Liverpool            L22 0QB</p> <p><b>Duty Line Telephone:</b> 0771 757 6890  <b>email:</b>  <b>safeguardingadultslch@nhs.net</b></p>

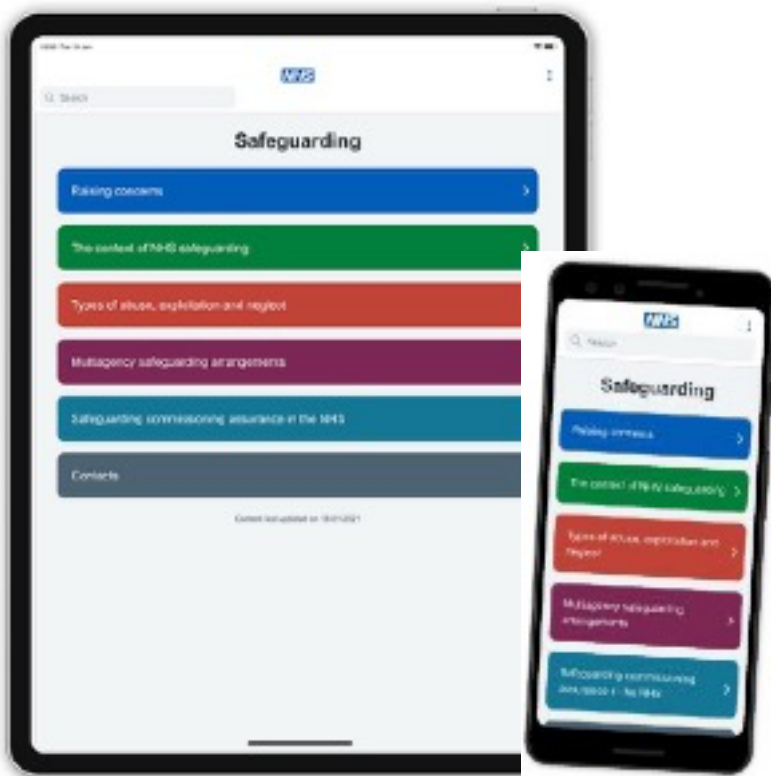
## NHS England safeguarding app

The **NHS England Safeguarding app** has been developed to act as a comprehensive resource for healthcare professionals, carers, and citizens. It provides 24-hour mobile access on up-to-date legislation and guidance across the safeguarding life course.

The app also provides information on how to report a safeguarding concern and even has a directory of safeguarding contacts for every local authority in England, searchable by region.

It is accessed by over 300 users daily and has had over 100,000 downloads.

It can be accessed via Apple iOS, Google Play or it can be downloaded by visiting your device's appropriate app store and searching for 'NHS Safeguarding'.



## Safeguarding information on YourSpace

The **Safeguarding pages on YourSpace** provide lot of helpful information and videos to watch. Click on the links below to find out further information:

- Videos
- Seven minute briefing
- Child
- Adult
- Think Family
- Domestic Abuse
- Neglect
- Radicalisation
- Safeguarding ambassadors
- Information sharing and recording
- Training Material

## Safeguarding is everyone's business



- Keep your eyes open and listen to your professional curiosity.
- Good communication and asking the right questions could raise concerns about your patient.
- Every one of us has a responsibility to read the signs and report and share information.
- Familiarise yourself with the information held on our **Safeguarding pages** on the staff portal.

If something looks unusual, stop and consult. **Don't let the opportunity pass.**

# Communications – Supporting Mersey Care

## Here to help

The communications team manages the reputation of the trust and is also a support service that can help promote teams, services and the wider Trust. The team has a wealth of knowledge linked to individual teams, divisions, areas of operation such as: estates, media management, video production, graphic design and copy writing. You may want to produce leaflets or posters to raise awareness and understanding of your service – the team can support you with this.

### You must contact communications:

- if you have contact with the media eg. newspaper reporters, submission of professional articles to trade magazines, advertising and so on
- if you want to use social media for Trust purposes
- if you want changes to a web page, such as new sections or sub-sites
- about using the Trust brand
- for advice on newsletters or other publications
- if you need to raise awareness with a campaign
- before using external design or print agencies (the team has approved suppliers that must be approached to work with you to develop your ideas that meet the needs of the Trust and adhere to procurement rules)

If you require help with posters, leaflets, presentations, business cards, banners or any other form of promotional material, please complete a **communications briefing form** and return it to: [communications@merseycare.nhs.uk](mailto:communications@merseycare.nhs.uk)

## Talking to the media

All media enquiries should be forwarded in the first instance to the **communications team** on 0151 471 2336



## Channels of communication

- Memo – As and when required
- yourSpace news – Divisional news withing 24 hours
- yourNews – Weekly newsletter – Friday
- yourSpace – Carousel
- yourSpace – Ticker
- yourBrief – Monthly
- the Blog
- Mersey Care Magazine – Quarterly – produced by the communications team and is for the whole of Mersey Care community

## Social Media

Driven and managed by the communications team, staff are encouraged to share messages.

Links to social media sites are as follows:

- **Facebook**
- **Twitter**
- **Instagram**
- **Linked In**
- **YouTube**

## Brand and reputation – your role

The NHS is one of the most cherished and recognised brands in the world. When applied correctly and consistently, a brand evokes exceptionally high levels of trust and reassurance. Perfect Care isn't just for clinical practice - how we communicate with people is also important to show that we are professionals.

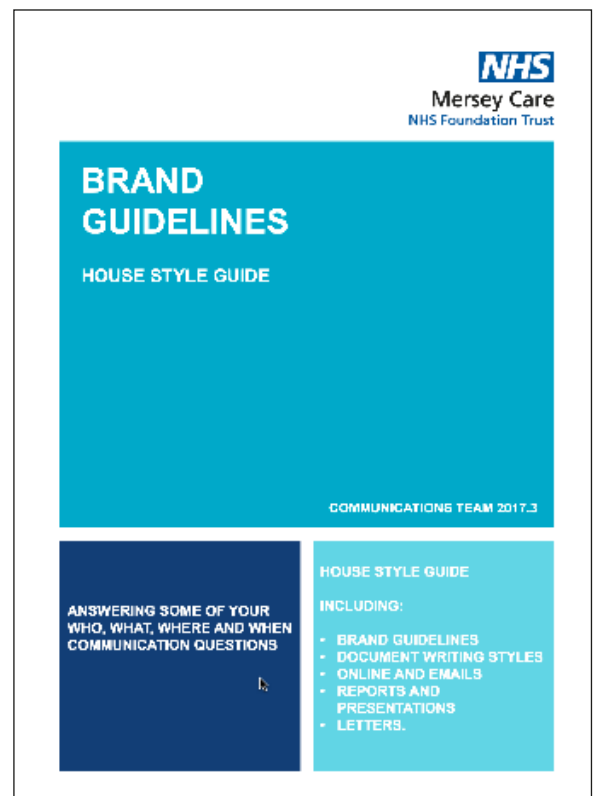
Mersey Care NHS Foundation Trust has set communication standards that reflect its purpose and values. These values are part of our corporate identity and shape how people think and feel about us.

The **Brand Guidelines guide** is designed to make sure that all written communications from the Trust are presented in a consistent house style.

It gives advice about how to develop and write content for all printed and online material we produce, from emails and letters to reports and presentation.

### Communications links:

- **About the team**
- **Brand Guidelines**
- **How we can help**
- **Communications strategy**
- **Consent forms**
- **Dealing with the media**
- **Ordering corporate goods**
- **Templates**
- **Trust logos**



# Communications team responsibilities

Your Trust Communications team is responsible for all messaging inside and outside the organisation, from patients, service users, carers and staff to the media and stakeholders like regulators, councillors and MPs.

## Our tasks include

- Managing the website and intranet
- Producing your weekly staff newsletter out every Friday
- Regularly updating the Trust's social media channels, including our popular private staff Facebook Group
- Distributing the weekly Blog, written by Chief Executive Joe Rafferty
- Writing and publishing MC Magazine
- Cascading Trust-wide memos
- Providing advice and briefing forms on brand guidelines via the communications section of the intranet
- Responding to local and national media, promoting initiatives, advising staff and distributing press releases and statements.

## You can contact the team during normal working hours on:

**Email:** [communications@merseycare.nhs.uk](mailto:communications@merseycare.nhs.uk)

**Telephone:** 0151 471 2336

If you need to contact communications out of hours, ring switchboard on **0151 473 0303** and ask to be put through to communications

# Fraud in the NHS

## Mersey Internal Audit Agency – MIAA

Anti-Fraud services for the NHS and specifically Mersey Care are provided by **Mersey Internal Audit Agency (MIAA)**. Mersey Care takes a zero-tolerance position towards fraud in all its forms and is committed to the prevention of fraud, bribery and corruption from occurring in our organisation.

If you have any issues or concerns regarding fraud, bribery or corruption or you feel you require guidance or general advice, please contact **Claire Smallman** who is the Anti-Fraud Specialist (AFS) for Mersey Care. Any Information given will be treated in the strictest of confidence.

## Are you concerned about Fraud in the NHS?

Help us bring it to light. Claire Smallman is the Anti-Fraud Specialist (AFS) for Mersey Care. Claire's primary role is to raise awareness of fraud related risk with the ultimate purpose of ensuring that valuable NHS resources are not diverted away from patient care.

If you have any concerns, please raise this to Claire on:

Email: **Claire.Smallman@miaa.nhs.uk** or  
**ClaireSmallman@nhs.net**

Telephone: 0151 285 4770

Mobile: 07769 304145



Claire Smallman  
Anti-Fraud Specialist (AFS)  
Mersey Internal Audit Agency

## What is fraud?

**FRAUD** - in simple terms, fraud can be described as theft by deception.

The Fraud Act 2006 created a criminal definition of fraud, which can be committed in three main ways:

- Fraud by false representation
- Fraud by failing to disclose information
- Fraud by abuse of position

**Fraud is a deliberate act** – it does not include innocent mistakes. For an offence to have occurred, the person must have acted dishonestly with the intention of making a gain for themselves or for someone else, or with the intention of causing, or risk causing, a loss to another.

**Fraud carries a maximum sentence of 10 years imprisonment, a fine, or both.**

[Click here to watch more about Fraud and Bribery](#)



Mersey Care is committed to the prevention of fraud, bribery and corruption from occurring within our organisation. If you have any issues or concerns regarding fraud, you can call the confidential Fraud Reporting Line on:

**0800 028 4060**

(Freephone - 24 hours a day, 7 days a week)

## Different types of fraud

### Contractor or Supplier Fraud

Procurement fraud is a deliberate deception intended to influence any stage of the procurement lifecycle in order to make a financial gain or cause a loss. It can be perpetrated by contractors, sub-contractors external to the organisation as well as staff within the organisation.

### Patient Fraud

Patient fraud is when Patients claim free treatment and services when not entitled, such as prescription, glasses or dental treatment. Patients or people may also pretend to be patients, submitting false claims for payment under the NHS Healthcare Travel Costs Scheme (HTCS). This can also be NHS staff creating ghost patients to claim for services or prescriptions provided to a ghost patient.

### Employment Fraud

Employment fraud is providing incorrect and false information on job applications, providing false reference details or lying about your qualifications. This also covers working whilst off sick.

### Working whilst off Sick

NHS staff working whilst off sick is dishonest and they could also be working in another job whilst they are off sick. NHS staff also submitting false fit notes in order to get more time off work eg. by altering fit notes already obtained or by creating a counterfeit note or purchasing fake fit notes online.

### Misuse of NHS Equipment

Misuse of NHS equipment covers staff obtaining goods and services for personal use. For example, ordering IT equipment and using this for children's school work or personal files.

### Financial Fraud

Financial fraud covers claiming for travel and other expenses not incurred, claiming for services not provided, accepting bribes for goods or services.

If you have any issues or concerns regarding fraud, you can call the confidential Fraud Reporting Line on:

**0800 028 4060**

(Freephone - 24 hours a day, 7 days a week)

## The impact of fraud on the NHS

Latest estimated cost of fraud in the NHS is **£1.27 Billion**. This equates to:

- 5,000 more ambulances
- 22,000 more Doctors
- 40,000 more Nurses
- 116,000 more Hip operations

[Click here to watch MIAA's Anti-Fraud, Bribery and Corruption Awareness video](#)



# NHS Informatics Merseyside

## Making exceptional service the standard

**NHS Informatics Merseyside** is an established NHS healthcare technology organisation based in Merseyside. Our role is to ensure technology and innovation is used effectively as an enabler to better health and care - helping to drive efficiency and support new models of care through improved and more collaborative ways of working.

With over 15 years' experience we have gained recognition and a reputation for our professional and enthusiastic approach, providing an extensive range of services to IT users across our NHS partner organisations and customers who include major acute and specialist trusts, community and mental health services, clinical commissioning groups, general practitioners and professional bodies. NHS Informatics Merseyside is hosted by Mersey Care NHS foundation Trust and is owned by four NHS Partner organisations:



Our host organisation





## Our services and products

NHS Informatics Merseyside's portfolio of services has been developed as a result of more than a decade of experience working with organisations of all sizes across the Cheshire and Merseyside health and care economy and beyond.

As the beating heart of our health service, our doctors, nurses and wider health and care professionals rely on having access to timely and accurate information to make informed decisions about care. To support this, and achieve the ambitions of the **NHS Long Term Plan**, our aim is for every aspect of a patient's journey to be supported digitally – for health records to be created, stored and accessed electronically, for all healthcare professionals to be connected seamlessly and for all citizens to be empowered to take control of their own health and wellbeing.

To enable this, NHS Informatics Merseyside delivers a comprehensive range of digital services (outlined below). These services are delivered in accordance with industry and government regulations and standards and will continue to be shaped by the digital best practice outlined in the **What Good Looks Like (WGLL) framework**, which aims to accelerate digital transformation by digitising, connecting and transforming services safely and securely. Whilst the range of services we offer are diverse, we are not limited to those outlined and we are happy to develop bespoke digital services.

**To find out more about the services we offer, please visit the NHS Informatics Merseyside website: [www.imerseyside.nhs.uk](http://www.imerseyside.nhs.uk)**



**Informatics Merseyside**

**Making exceptional  
service the standard**

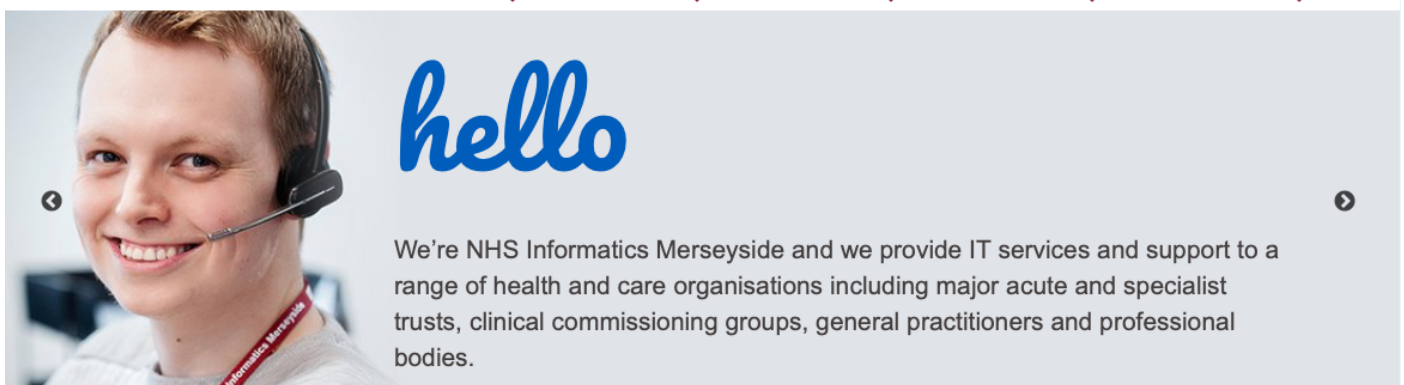
[Our story](#)

[Our digital services](#)

[Our people](#)

[Our news and events](#)

[Get in touch](#)



## IT training

Technology offers significant benefits to health and health care. However, health professionals need to be trained to use technology for these benefits to be realised.

NHS Informatics Merseyside delivers a comprehensive **IT training service**, which provides training on a wide range of business and clinical systems, while also providing programme and project management support during the introduction of a new IT system or upgrade.

The service works closely with you to deliver training that is designed and tailored according to your requirements and delivered flexibly, in ways which best suit your preferred learning style - whether on a one-to-one, classroom or interactive e-learning basis.

The service was recently awarded 'Silver level 4' Training Service Accreditation, providing assurance that our training services are being delivered at a nationally recognised standard. For more information about the Training Service Accreditation, please visit the NHS Digital website.

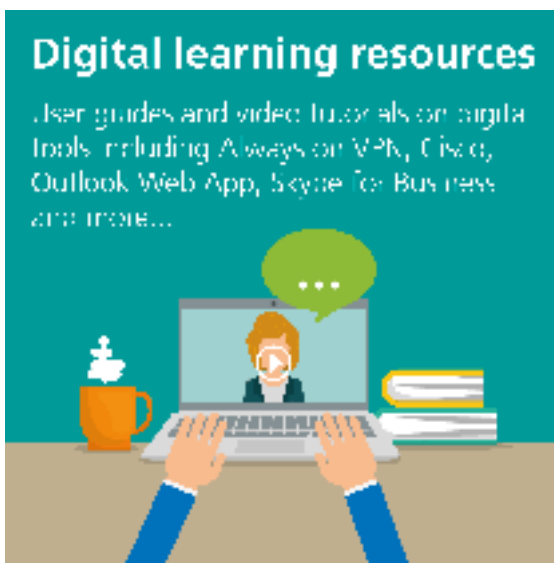


## Digital learning resources

**User guides and online video tutorials** have been produced to help support you in using the digital communication tools available to you.

These digital learning resources will be regularly reviewed and will be added to on a daily basis, so please keep referring back for the latest updates. To access additional e-learning courses and additional bitesize video tutorials, please visit our **Training Portal**.

To contact a trainer, please e-mail: [training@imerseyside.nhs.uk](mailto:training@imerseyside.nhs.uk)



## Top tips to be cyber savvy!

**Good cyber security is everyone's responsibility**, so please try to do your bit to protect our patients and their data by following our top tips to be cyber savvy!



### Use email safely

If an email looks suspect, do not reply and forward it to: **spam@imerseyside.nhs.uk**  
Hackers and criminals sometimes use unsolicited emails (spam) that contain attachments or links to try to trick you into providing sensitive or financial information about yourself, service users or your organisation. This type of threat is known as phishing. **Don't take the bait and watch out for these warning signs:**

#### Does the email contain any website links?

Do not click on the link before first checking that the website address is legitimate. A link to a genuine website will usually be prefixed with HTTPS, as opposed to HTTP.

#### Does the email request any personal information?

A common tactic is to request that you must provide or update personal information, including bank account details or an account password. **Never give your login details to anyone - including our IT Staff!**

#### Does the email contain any spelling, punctuation or grammar mistakes?

Many hackers misspell words and use bad grammar on purpose. Emails written in bulk may have visible errors or content that does not make sense.

#### Does the email contain an attachment?

If a source, such as your bank, sends you an email with an attachment and this is not a normal method of contact, **Do not open the attachment!** High risk attachment file types include: .exe, .scr, .zip, .com, .bat files

#### Is the subject relevant to you?

If not, act with caution, it could be a trick or it might be that the sender has incorrectly addressed the email.

#### Is the sender email address real?

A quick online search can bring up genuine email domain names such as @nhs.net or @xxx.gov.uk

#### Check the 'To' and 'CC' address fields

See where the email has been sent. If the fields contain multiple addresses (10s or even 100s), it is likely that the sender is 'spamming' potential targets and hoping to catch someone out. **Don't be that person!**

## More top tips to be cyber savvy

### Beware of malware

Malware is software that is specifically designed to disrupt, damage or gain unauthorised access to a computer system. Malware can gain access to your computer as a result of you clicking on a link or opening an attachment that causes the software to automatically download onto your computer.

Some malware can enable the hacker to steal data from your computer or your organisation's network. Other types of malware might lock all your files and lead to your organisation being asked to pay a ransom to unlock them. Malware can make computers run slowly or perform in unusual ways, but it can also evade detection, making it easy for someone to be active on your system without you noticing.

### Use passphrases


Passwords are the best form of defence we have to prevent unauthorised access. The longer and more complex your password, the more difficult it is to crack. NHS Informatics Merseyside recommends the use of a **passphrase** such as a quote or a line from a song which is:

- 12 characters in length (note this can include spaces)
- Uses UPPER and lower case characters
- Uses either a number or special character such as @, #,\$, %, & \* and +

This passphrase is for your knowledge only, so make sure you keep it private and out of sight of others. Visit [www.useapassphrase.com](http://www.useapassphrase.com) if you require help in generating a passphrase.

### Lock your screen

Locking screens and logging out of systems when they are not in use, helps prevent unauthorised access to sensitive or confidential information. If you see a colleague's device open and unlocked, lock it for them and gently remind them to do so in future. This also applies to corporate mobile devices - activate the lock function so that a password or code is needed to unlock them.

**Tip:** Press the windows key  and L on your keyboard to quickly lock your laptop or pc

For further information, please visit: **NHS Informatics Merseyside website**



## NHS IT service desk

**NHS Informatics Merseyside's NHS IT service desk** is one of the largest certified IT support services in the NHS, operating **24 hours a day, 7 days a week**. **Your IT service desk** acts as the primary contact point for all technology incidents and service requests.

An IT incident is anything that causes disruption to how a service usually operates, which might include being unable to access a software application, or problems with computer hardware. Requests for new services, such as a new e-mail account or equipment are also handled through the IT service desk for action.

Any problem that cannot be solved immediately by the service desk will be escalated to the most appropriate support team for review and action.

The Self Service Portal should be your first point of call should you require help with IT Faults and requests. From here you can find:

- Self-help resources
- Log a new incident or request
- Live Chat with an IT Engineer
- Request new accounts/access
- Request new equipment
- Update Self-Service details
- Submit feedback



## IT service desk support for Mid-Mersey colleagues



Colleagues transferring across from North West Boroughs Healthcare (including corporate staff) will continue to be provided by Mid-Mersey Digital Alliance (formerly Health Informatics Service) in the interim.

To log a request with the MMDA service desk, please call:

**0151 676 5678**

or

**log your job online**

# Commitment to Continuous Service Improvement

## Thank you for choosing to work at Mersey Care

You said...	We're doing
We want to be more involved in important decisions.	...more Mega Conversations will be taking place providing the opportunity for staff, service users, carers and students to all contribute to the development of Trust operational plans. More information is available on <a href="#">YourSpace</a>
We want to reductions in bullying and harassment.	... our Respect and Civility campaign has gained momentum right across the Trust with many staff pledging that ' <b>I WILL SPEAK UP</b> '. A survey has been conducted to help us understand the barriers to respect and civility. There was a strong response rate and we will act on the findings.
We want opportunities to give feedback and for this to be acted on.	... more to support managers and teams to use the Culture of Care Barometer to gauge staff experience. Results for the barometer and the staff survey are available to all via the BIT so that teams can use the feedback to identify improvements in their areas.
We want more from our Just and Learning Culture.	... one day Just and Learning Culture workshops for every division and new training packages. We're refocussing and continuing to recruit Just and Learning ambassadors to deliver this. We've developed the Supporting Staff policy to ensure that we have supportive and compassionate processes for staff.
We want better quality appraisal conversations.	...ongoing developments to PACE Lite to make sure that it supports meaningful conversations. This year we've introduced PACE Lite into the Community division and we've developed over 1,500 people have a better experience.

If you feel there is something that would help future new starters / staff transitions that has not been included in this document, please let us know by emailing:

**Queries.LearningandDevelopment@merseycare.nhs.uk**



## Next steps...

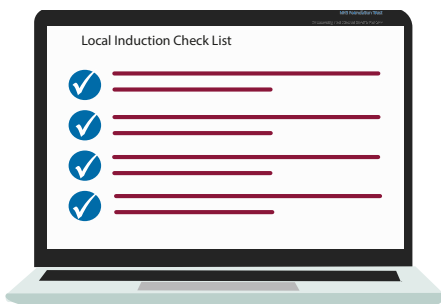
### Step 1

Confirm you have completed this induction by clicking on the button below:



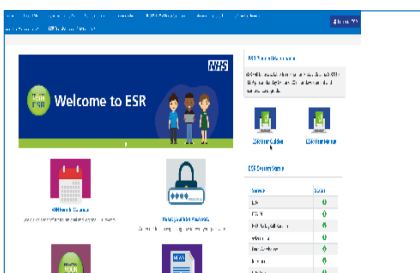
### Step 2

Your manager should now complete a local induction checklist to help you settle into your new place of work, ensuring you have enough information and knowledge to enable you to do your job effectively and safely.



### Step 3

Complete your required mandatory training modules by going to: [my.esr.nhs.uk](https://my.esr.nhs.uk)



**Good luck in your new role and  
welcome to Mersey Care**