

STANDARD OPERATING PROCEDURE PERIPATETIC HEALTHCARE ASSISTANTS TEAM

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VALIDITY – All local SOPS should be accessed via the Trust intranet

CHANGE RECORD

Version	Date	Change details
1.0	April 2023	New SOP. Approved at MH Division ODG Meeting (4 April 2023). Sent to Policy management on 13/09/23 and EIA completed(14/09/23).

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1. INTRODUCTION

The need for short notice rota-fill of Healthcare Assistants over and above standard safe-staffing numbers has increased in Humber Teaching Foundation NHS Trust mental health inpatients. This has been both for short-term staff absence due to short term sickness including Covid-enforced absence, additionally there is increased acuity across the inpatient services.

Bank staff availability has become less predictable in the event of short-notice requirement. There are fewer individuals applying to work on the bank as their sole employment, additionally existing bank staff having the option and preference to picking up planned shortfall shifts more than a month ahead as rosters become available with known shortfalls. In order to address these issues, the Peripatetic Healthcare Assistant Team has been developed.

2. SCOPE

The purpose of this policy is to provide operational guidance for the Peripatetic Healthcare Assistants Team operating within the Humber Teaching NHS Foundation Trust Unplanned Mental Health Division, specifically for staff and managers. This document describes the aims and purpose of the Team and staff supervision and training for the team members. It also outlines organisational process and access instructions for team members when needed; this is described in relation to both 'in office hours' (Mon - Fri 9 – 5) and also outside of these hours. It is the responsibility of the service manager to ensure that this policy is effectively implemented and escalate any issues as necessary.

3. DUTIES AND RESPONSIBILITIES

The Peripatetic Team a group of up to 18 WTE Band 3 Healthcare Assistants for whom the key purpose is to provide short-notice, short term cover across all of the Adult and Older Adult inpatient units: Avondale, PICU, Newbridges, Westlands, Mill View Court, Mill View Lodge, Maister Lodge, Maister Court and STaRS.

To maximise the Peripatetic staff's ability to be able to function effectively these staff are distributed across the 9 units named above as their Base Unit. They are line-managed by the B7 Team Lead/Ward Manager on their specific Base Unit and are allocated a supervisor from the Base Unit Team as per Supervision Policy. This line management enables close support where needed, and fulfils the purposes of management of Annual Leave, sickness absence (and other relevant HR Policies), statutory/mandatory and specialist training compliance and supervision.

The Peripatetic rota sits separately to that of the staff's base-rota to ensure an even spread of available, moveable staff across the service 24 hours/day, 7 days/week. The staff member's rota is visible as a mirror-line on the staff member's Base Unit rota to allow the supervisor to easily see what the staff member has planned for the coming rota. The Peripatetic rota is centrally managed and auto rostered. Any flexible working patterns should be managed in the usual way and submitted to E-Rostering so any work patterns can be laid down as the rota is being constructed.

4. PROCEDURES

This is detailed instruction which must be followed, or steps which must be taken to implement the document.

4.1. Peripatetic Team New Starters

Following successful appointment to the team and allocation to a base ward and line manager, Peripatetic Team member engage in a two-week orientation program aimed at allowing the staff to have local ward environmental orientation. Prior to commencing they are furnished with the

Peripatetic Team Orientation Booklet in a welcome email which requests that they forward their uniform requirements prior to their commencement and that they start their first day at Miranda PICU under the direction of the Ward Senior Administrator and Ward Manager or delegated other. Any staff who are subject to the Probation Policy will commence their probationary period following the Orientation period.

When a shortfall or need is identified, and the Peripatetic HCA is required to move:

4.1.1. During Office Hours

If the shift has already started:

The ward which has identified that they need extra staff, the B6 or B7 should access the Peripatetic rota to identify who is on duty and the location of the staff member. The B6 or B7 should then email the Service Manager or Modern Matron to request that the staff member is sent to them. Consideration should be given to location in terms of the choice of staff (if there is the option) for example, moves within Miranda House, Mill View or Maister.

If the move is for the next or upcoming shift:

The ward which has identified that they need extra staff, the B6 or B7 should access the Peripatetic rota to identify who is on duty and the location of the staff member. The B6 or B7 should then email the Service Manager or Modern Matron to request that the staff member is sent to them. Consideration should be given to location in terms of the choice of staff (if there is the option) for example, moves within Miranda House, Mill View or Maister.

In addition, consideration should be given to the home address of the staff members available in terms of minimising travel if at all possible.

The Service Manager or Modern Matron (or nominated other) will email and/or call the staff member to request that they move from the Base Unit to the ward with the identified shortfall, copying in the B6/B7 making the request and also the Base Unit Team Leader/Ward Manager for their information.

The Service Manager or Modern Matron (or nominated other) will amend the E-Roster – moving the Peripatetic HCA to the unfilled shift of the unit in need.

4.1.2. Outside of Office Hours

If the shift has already started:

The ward which has identified that they need extra staff, the Nurse in Charge should access the Peripatetic rota to identify who is on duty and the location of the staff member. The Nurse in Charge is to contact the Duty B7 (available via Miranda House Switchboard) to request that the staff member is sent to them. Consideration should be given to location in terms of the choice of staff (if there is the option) for example, moves within Miranda House, Mill View or Maister.

If the move is for the next or upcoming shift:

The ward which has identified that they need extra staff, the Nurse in Charge should access the Peripatetic rota to identify who is on duty and the location of the staff member. The Nurse in Charge should then contact the Duty B7 (available via Miranda House Switchboard) to request that the staff member is sent to them. Consideration should be given to location in terms of the choice of staff (if there is the option) for example, moves within Miranda House, Mill View or Maister. In addition, consideration should be given to the home address of the staff members available in terms of minimising travel if at all possible.

The Duty B7 (or nominated other) will email and/or call the staff member to request that they move from the Base Unit to the ward with the identified shortfall, copying in the Nurse in Charge making the request and also the Base Unit Team Leader/Ward Manager for their information. The Duty B7(or nominated other) will amend the E-Roster – moving the Peripatetic HCA to the unfilled shift of the unit in need.

In the event that there are more than one Unit who require the help of the Peripatetic HCA on duty, the decision-maker (Duty Band 7, Service Manager or Modern Matron) will utilise their clinical problem solving and prioritisation skills according to where has the greatest level of clinical need with associated risk

If the move is required out of hours where there is no Duty B7 (12 midnight to 09:00hrs), the On Call Manager may be utilised in the event that a request Unit-to-Unit for support cannot be resolved.

Any rota-amendment following a move during these hours should be made as soon as possible by senior staff after it has been communicated via the usual handover processes on the wards.

4.2. Training and Support

All new starters to the Trust will be booked onto DMI Training at the time their start date is confirmed. All other initial mandatory training will be either undertaken or booked during the Orientation period supported by Team Leaders on the Orientation wards.

All Peripatetic staff are allocated a supervisor on their base unit in line with the Supervision policy. To best ensure robust supervision, supervision sessions should be booked and marked on the rota so that support for these individuals is given real importance. This should be a consideration if the staff member is required to move, with the supervision prioritised before any move takes place, or is rearranged, dependant on staff need.

Any further training needs identified either within the Appraisal process or separately with the supervisor should be booked accordingly, as with any staff member.

APPENDIX 1: Peripatetic Team Orientation

Time	Day 1 Week 1	Person responsible	Date Completed
	PICU Unit, Miranda House, Gladstone Street, Anlaby Road, Hull.		
	Essentials/Introductions/General Arrangements		
9am-10.30am	Welcome by line manager and explain process for the induction process		
9.30am-12noon	<ul style="list-style-type: none"> ➤ Introduce to department/colleagues/tour of the unit ➤ Order uniform ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Fire alarm, evacuation and emergency procedures and locations of fire extinguishers ➤ Where to park/Parking permit/Bike Shed facilities ➤ Where to store personal property 		
12pm-1pm Lunch break			
1pm-2pm	<ul style="list-style-type: none"> ➤ Arrange appointment with IT to collect Smartcard, ID Badge. 		
2pm- 5pm	<ul style="list-style-type: none"> ➤ Job description, job role and responsibilities, goals, and expectations ➤ Work hours and breaks ➤ Share your experiences ➤ review training needs ➤ review team reporting structure 		

Time	Day 2 Week 1 Avondale Unit, Miranda House, Gladstone Street, Anlaby Road, Hull.	Person responsible	Date completed
9am-9.30am	Welcome by Ward manager/band 6		
9.30am-10.30am	<ul style="list-style-type: none"> ➤ Introduction to department/colleagues/tour of the unit ➤ Ensure person is aware of local facilities: Toilet, kitchen/rest facilities ➤ Where to store personal property ➤ evacuation and emergency procedures and locations of fire extinguishers ➤ Break times 		
10.30am-12pm	<ul style="list-style-type: none"> ➤ Observe team during handover ➤ Review team organisation chart & reporting structure ➤ Familiarise with the Intranet - Read through the policies ➤ Board talk ➤ Notice boards 		
12noon -1pm	Lunch break		
1pm-5pm	Shadowing colleagues		

Time	Day 3 Week 1 Millview Lodge, Entrance 3, Castle Road, Cottingham.	Person Responsible	Date completed
9am-12noon	<ul style="list-style-type: none"> ➤ Welcome by Ward Managers/band 6 ➤ Parking facilities ➤ Introduce department/colleagues/tour of the unit ➤ Fire alarm, evacuation and emergency procedures and location of fire extinguishers ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Where to store personal property ➤ Notice boards ➤ Review team organisation chart & reporting structure ➤ Observe during handover 		
12noon -1pm	Lunch break		
1pm-5pm	Shadowing colleagues		

Time	Day Four Week 1 STaRS, Townend Court, Cottingham Road.	Person responsible	Date completed
9am-9.30am	<ul style="list-style-type: none"> ➤ Welcome by Ward manager/band 6 		
9.30am-12pm	<ul style="list-style-type: none"> ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest room facilities ➤ Fire alarm, evacuation and emergency procedures and locations of fire extinguishers ➤ Where to store personal property ➤ Parking facilities ➤ Notice Boards ➤ Review team organisation chart and reporting structure ➤ Observe during handover 		
12pm-1pm	Lunch break		
1pm-5pm	<ul style="list-style-type: none"> ➤ Shadowing colleagues 		

Time	Day Five Week 1 Base Unit Day	Person responsible	Date completed
9am-12pm	<ul style="list-style-type: none"> ➤ Welcome by Ward manager/band 6 ➤ Introduce to department/colleagues/tour of the unit ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Where to store personal property ➤ Fire alarm, evacuation and emergency procedures and locations of fire extinguishers ➤ Parking facilities ➤ Notice Boards 		
12pm-1pm	Lunch break		
1pm-5pm	Shadowing colleagues		

Time	Day Six Week 2 Newbridges Unit, Birkdale Way, Newbridge Road, Hull.	Person responsible	Date completed
9am-9.30am	➤ Welcome by Ward manager/band 6		
9.30am-12pm	<ul style="list-style-type: none"> ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Fire alarm, evacuation and emergency procedures and locations of fire extinguishers ➤ Where to store personal property ➤ Parking facilities ➤ Notice Boards ➤ Review team organisation chart and reporting structure ➤ Observe handover 		
12pm-1pm	Lunch break		
1pm-5pm	➤ Shadowing colleagues		

Time	Week 2 Day Seven Westlands Unit, Wheeler Street, Anlaby Road, Hull	Person responsible	Date completed
9am-12pm	<ul style="list-style-type: none"> ➤ Welcome by Ward manager/band 6 ➤ Introduce to department/colleagues/tour of the unit ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Where to store personal property ➤ Fire alarm, evacuation and emergency procedures and locations of fire extinguishers ➤ Parking facilities ➤ Notice Boards ➤ Observe handover 		
12pm-1pm	Lunch break		
1pm-5pm	Shadowing colleagues		

Time	Week 2 Day Eight Maister Court, Middlesex Road, Hull	Person responsible	Date completed
9am-12noon	<ul style="list-style-type: none"> ➤ Welcome by Ward Managers/band 6 ➤ Introduce department/colleagues/tour ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Where to store personal property ➤ Fire alarm, evacuation and emergency procedures and locations of fire extinguishers ➤ Parking facilities ➤ Review team organisation chart & reporting structure ➤ Notice boards ➤ Observe handover 		
12noon-1pm	Lunch break		
1pm-5pm	Shadowing colleagues		

Time	Week 2 Day 9 Maister Lodge, Middlesex Road, Hull.	Person responsible	Date completed
9am-12pm	<ul style="list-style-type: none"> ➤ Welcome by Ward Managers/band 6 ➤ Introduce to department/colleagues/tour of the unit ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Where to store personal property ➤ Fire alarm, evacuation and emergency procedures and location of fire extinguishers ➤ Parking facilities ➤ Notice boards ➤ Observe handover 		
12pm -1pm	➤ Lunch break		
1-5pm	Shadowing colleagues		

Time	Week 2 Day 10 Mill View Court, Entrance 3, Castle Road, Cottingham.	Person responsible	Date completed
9am-12noon	<ul style="list-style-type: none"> ➤ Welcome by Ward Managers/band 6 ➤ Introduce to department/colleagues/tour of the unit ➤ Ensure person is aware of local facilities: Toilet/kitchen/rest facilities ➤ Where to store personal property ➤ Fire alarm, evacuation and emergency procedures and location of fire extinguishers ➤ Parking facilities ➤ Notice boards ➤ Observe handover 		
12pm-1pm	Lunch break		
1pm-5pm	<ul style="list-style-type: none"> ➤ Shadowing colleagues 		

APPENDIX 2: Out of Hours Action Card – EP

Action Card – Out of Hours		Movement of peripatetic HCA
This process could apply to either the Duty Manager between the hours of 1800 to midnight, the weekend B7 between the hours of 0900-1700 or the Manager on Call outside of these hours		
Number	Action	Time/Date completed
1	Call received from nurse in charge of shortfall on a unit. Determine if the requirement is for a shift that has already started or is upcoming	
2	Check with NIC if any staff have been identified on e-roster	
3	Has their current location been considered to enable swift movement	
4	Determine if staff have own transport or requires transport ie auth to use taxi	
5	Contact staff member to discuss move	
6	If Duty Manager/B7/NIC or MOC involved do not have access to Eroster changes, NIC to send email to the their Team Leader to enable Eroster to be amended at the next opportunity.	
7		
8		
9		

APPENDIX 3: Equality Impact Assessment

For strategies, policies, procedures, processes, guidelines, protocols, tenders, services

1. Document or Process or Service Name: Peripatetic Healthcare Assistants Team SOP
2. EIA Reviewer (name, job title, base and contact details): Jenni Jordan, Inpatient Service Manager
3. Is it a Policy, Strategy, Procedure, Process, Tender, Service or Other?

Main Aims of the Document, Process or Service
Please indicate in the table that follows whether the document or process has the potential to impact adversely, intentionally or unwittingly on the equality target groups contained in the pro forma

Equality Target Group 1. Age 2. Disability 3. Sex 4. Marriage/Civil Partnership 5. Pregnancy/Maternity 6. Race 7. Religion/Belief 8. Sexual Orientation 9. Gender re-assignment	Is the document or process likely to have a potential or actual differential impact with regards to the equality target groups listed? Equality Impact Score Low = Little or No evidence or concern (Green) Medium = some evidence or concern (Amber) High = significant evidence or concern (Red)	How have you arrived at the equality impact score? a) who have you consulted with b) what have they said c) what information or data have you used d) where are the gaps in your analysis e) how will your document/process or service promote equality and diversity good practice
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Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
Age	Including specific ages and age groups: Older people Young people Children Early years	Low	Recruitment into the service adheres to equal opportunities as per Humber policy. Allocation to shifts dependent on availability and skills/ability rather than any protected characteristics.
Disability	Where the impairment has a substantial and long term adverse effect on the ability of the person to carry out their day to day activities: Sensory Physical Learning Mental health (including cancer, HIV, multiple sclerosis)	Low	As Above
Sex	Men/Male Women/Female	Low	As Above
Marriage/Civil Partnership		Low	As Above
Pregnancy/Maternity		Low	As Above
Race	Colour Nationality Ethnic/national origins	Low	As Above
Religion or Belief	All religions Including lack of religion or belief and where belief includes any religious or philosophical belief	Low	As Above
Sexual Orientation	Lesbian Gay men Bisexual	Low	As Above

Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
Gender Reassignment	Where people are proposing to undergo, or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attribute of sex	Low	As Above

Summary

<p>The Peripatetic HCA Team are intended to support Safe Staffing across the Mental Health Inpatient Service. It supports Humber Foundation Trust Safe Staffing Escalation Policy. https://intranet.humber.nhs.uk/Policies/Clinical%20Policies/C%20Policies/Safer%20Staffing%20Escalation%20Policy%20Inpatient%20N-006.pdf</p>	
EIA Reviewer: Jenni Jordan	
Date completed: 14/09/2023	Signature: J Jordan