

## Job Description

<b>Job Title:</b>	Clinical Specialist Physiotherapist
<b>Band:</b>	7
<b>Network:</b>	Fylde Coast
<b>Base:</b>	The Harbour, Blackpool
<b>AfC Ref:</b>	2861a
<b>Hours of work:</b>	37.5

### Our Values

The values represent what we as an organisation, and the individuals who make up that organisation, are about.

It is our aim that everything we do fits in with, and reinforces, these values:

- *We are always learning*
- *We are respectful*
- *We are kind*
- *We are a team*

### Reporting Arrangements:

**Managerially accountable to:** Network Director/Associate Clinical Director

**Professionally accountable to:** Immediate Line Manager

### Job Summary

To be responsible for the assessment, treatment, planning, delivery and evaluation of evidence based highly specialised physiotherapy intervention within the areas of:

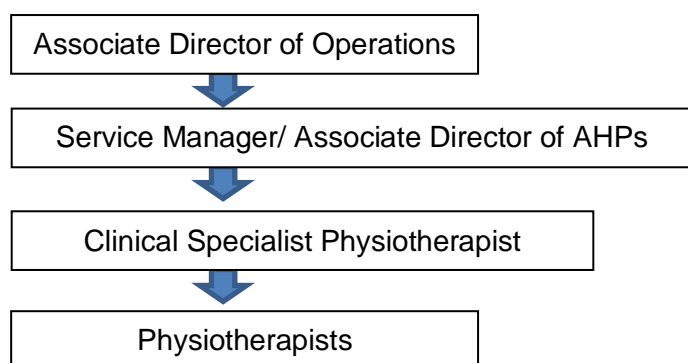
1. Mental Health Inpatients

### Key Relationships

- Individuals, families, referrers and communities
- Secondary care, GPs and Primary Health Care Team
- Other practitioners
- Business Manager/Associate Clinical Director
- Clinical/Operational Leaders
- Professional Leads
- Other Healthcare Professionals
- Public Health Directorate

- Voluntary/Independent sector
- Safeguarding Team
- Practice Education Facilitator
- Student physiotherapists and other learners

## **Department Chart**



## **Key Responsibilities**

1. To be responsible for a highly specialist physiotherapy portfolio which will include provision of expert advice to physiotherapists, senior clinicians, MDT across LSCFT to support them in taking up their duty of care.
2. To develop, co-ordinate and deliver training programmes including competency frameworks, information packages for patients and families together with colleagues working in health, education and social care.
3. Management of a clinical caseload of patients with highly complex and/or additional physiotherapy needs.
4. Provide clinical triage and support service demand management.
5. To undertake comprehensive physiotherapy assessment of patients with highly complex presentations, using investigative and analytical skills, to formulate an appropriate hypothesis and to determine a diagnosis. Develop and implement a system to record and evidence patient outcomes.
6. To establish individualised management and treatment plans, using advanced clinical reasoning and utilising a wide range of evidence based treatment techniques and skills to formulate highly specialised interventions and programmes of care, which may include working with staff across organisational boundaries.
7. To promote health and reduce inequalities for all patients accessing the physiotherapy service, so that they may be able to maximise their potential in terms of health, education and social well-being.
8. Provide clinical leadership and supervision facilitating a culture of learning and reflective practice within physiotherapy.
9. Identify audit/ research opportunities, initiating, designing and implementing agreed projects as required.
10. To lead/ contribute to training and development programmes relating to the field of expertise, delivering to other professionals both within and outside the NHS and service users.
11. A key requirement for this post is the active participation in the delivery of business objectives, quality improvements and supports for the Care Quality Commission requirements and regulatory standards.
12. To participate in the LSCFT PDR review process ensuring business priority objectives are met and a personal development plan is maintained and evaluated.

13. To cascade the PDR process to departmental staff as appropriate. To provide professional and managerial supervision to band 6 and band 5 physiotherapists as required.
14. To be responsible for own continuing professional development and maintaining own professional registration and meet HCPC Registration requirements maintain a professional portfolio and demonstrating evidence of reflective practice.
15. To undertake mandatory training as in line with LSCFT policy and attend updates and study days as appropriate to the post.
16. To adhere to all LSCFT Policies and Procedures and contribute to their development as appropriate.
17. To have in depth knowledge of HCPC standards and guidance, understand implications for and be able to apply to practice E.g. HCPC Standards of Conduct, Performance and Ethics, HCPC Standards of Proficiency.

## **Communication and Relationship Skills**

1. Advise on and support the appropriateness and suitability of referrals into the service providing appropriate feedback to the referrer and service user. Support patient demand management within the team.
2. Establish and maintain productive working relationships and communication channels within the commissioners and other agencies. Promote a positive relationship with all stakeholders.
3. The post holder will be communicating a wide range of information to all levels across organisations including at strategic level. This may be very sensitive or highly contentious and require the post holder to use appropriate specialist skills to ensure co-operation with the recipient.
4. Provide specialist, expert, clinical knowledge to clinical colleagues and other healthcare professionals including medical staff.
5. Provide expert advice to clinical staff within the service and referring agencies on the assessment and management of risk.
6. Provide expert advice to clinical staff within the service and referring agencies on the assessment, planning, implementation and evaluation of care and treatment of service users.
7. Engage in effective communication with patients, relatives and carers to obtain and provide relevant health information. Liaise with families or service users and complete assessments of their needs.
8. Liaise with all agencies involved in the care of the service user.
9. Be able to communicate with clients for whom English is a second language using translators and link workers where necessary.
10. Be able to use communication skills effectively in situations which may be sensitive, emotional or hostile. Deploy effective communication strategies to ensure that contentious information is imparted sympathetically to all parties. Provide therapeutic consultations with patients/ relatives or carers when for example breaking bad news.
11. Address inappropriate behaviour in a professional manner.
12. Ensure effective verbal, non-verbal, electronic and written communication occurs with colleagues.
13. Ensure that there is an effective cascade of information to staff within the team.
14. Ensure that clinical supervision, CQC and other quality standards are embedded within the practice and lead on clinical incident reporting/ investigation and discussion of significant events within the business unit.
15. Ensure the preparation of medical reports and maintenance of contemporaneous medical records are unambiguous and legible and in keeping with both the HCPC and the Trust's standards for record keeping. Participate in regular clinical records audit.
16. Be an active member of relevant Trust committees and groups contributing to the development of services that are responsive to the needs of the population within the business unit.

17. Communicate with other clinical specialists locally, nationally and internationally through meetings, conferences and internet groups. To provide highly specialist physiotherapy advice to other clinicians regarding the assessment, management and development of care plans based on assessment of risk and best practice.
18. Promote health education and healthy lifestyles within the scope of practice/caseload setting including use of negotiation skills where appropriate and signpost to the appropriate services.
19. Provide expert advice relevant to specialist portfolio encompassing clinical leadership and supervision to occupational therapists across the team to support them in taking up the duty of care.
20. To provide a specialist role model for the delivery and evaluation of clinical and professional practice within the Physiotherapy Service that will enable innovative and creative practice development.
21. Support integrated working by ensuring that members of the skill-mix team have a shared understanding of key processes and relevant care pathways.
22. To be an advocate for the Physiotherapy team ensuring that systems are in place to share knowledge, expertise and examples of good practice.
23. To establish and maintain effective and appropriate communication with the individual patient, and carers utilising highly specialised verbal and non-verbal communication skills in order to motivate the individual/gain consent to intervention when barriers to effective communication are regularly encountered e.g. altered perception, dementia.
24. To communicate effectively and with empathy with the individual patient and carers to impart information regarding diagnosis and/or prognosis, treatment plans and predicted outcomes in an understandable format enabling the individual, parents and carers to be involved in the decision making process at the beginning of, and throughout their care.
25. To communicate effectively to facilitate high levels of co-operation and co-ordination within the multi-disciplinary team and multi-agency networks (medical, nursing, education, social services and therapy colleagues) to ensure delivery of co-ordinated services.
26. To produce timely and informative reports clearly conveying the patients' needs, goals and expected outcomes.
27. To apply advanced interpersonal skills to enable change within complex and multifaceted social/family situations regularly involving multicultural customs and language barriers.
28. To impart sensitive advice/ information to health, social care in the overall management of the patient. This will include the preparation and presentation of reports at relevant Social Care, Educational and Medical Case Conferences.
29. To produce and present regular reports of progress against set objectives and targets to the management team.
30. To advise, instruct and educate patients, carers and other professionals on the use of specialist pressure relieving and/or functional devices as appropriate.

## **Analytical and Judgmental Skills**

1. Assess service user's health and illness, to include comprehensive assessment of biopsychosocial and or physical health, medical history.
2. Provide a comprehensive assessment of service user's problems, needs and strengths in order to inform their care and treatment.
3. Provide a comprehensive assessment and management plan of service user's clinical risk.
4. Develop and exercise high levels of judgment and decision making in the care and treatment of service users. To keep up to date with best evidence based practice and participate in the review/critique of new treatment methods and resources as they enter the clinical field.
5. To interpret and analyse clinical and non-clinical facts to develop highly specialised packages of care for patients, families and carers incorporating individual treatment plans and goals based upon advanced clinical reasoning skills.

6. To use highly specialist knowledge and experience to undertake second opinion assessments as required.
7. Assisting in the investigation of complaints and use knowledge and skills to conduct Root Cause Analysis where necessary.

## **Planning and Organisational Skills**

1. The post holder will join the clinical innovation team and will be responsible for embedding the quality strategy throughout the service and specific development projects.
2. Develop with the clinical innovation team multidisciplinary team working beyond patient care to include ensuring all service lines are efficiently managed with quality at their heart.
3. Participate in projects that enable service users and carers to be involved in the development of services.
4. Support the patient demand within the business unit, prioritizing against the service specifications and patient's clinical need.
5. Develop patient related outcome measures for the business unit.
6. Support the evidencing of quality within the business unit and undertake benchmarking activity. Ensure that services provided are delivered in accordance with service specifications, agreed care pathways and best practice guidelines.
7. Responsible for the monitoring of quality and practice standards within the field of practice.
8. To accept delegated responsibility for investigation of clinical complaints, where appropriate, in line with LSCFT policy and procedure.
9. To accept delegated responsibility for review of incidents, formulation of action plans and dissemination of findings where necessary/appropriate.
10. To identify appropriate cover arrangements to team leader for clinical speciality in times of absence.
11. To lead on delegated projects as required.
12. To actively participate in achieving Trust business plans including CQUIN etc., as identified by the Trust.
13. To ensure that risk prevention and risk management strategies are effectively utilised within the field of practice.
14. To assess and fit specialist functional and/or pressure relieving devices for individual patient to use in line with their physiotherapy need.

## **Patient/Client Care**

1. Prescribe care plans, treatment and aftercare for own caseload.
2. Interface between physiotherapy and medical colleagues and other professionals in order to ensure that service user needs are being met.
3. Ensure that the needs of service users and carers are meaningfully considered during the process of care and treatment some of which may be of a complex and sensitive nature.
4. Ensure service users and, if appropriate, families and carers are consulted in his/her care and treatment.
5. Have an awareness of families and carers needs and what support is available. To assume responsibility and accountability for a caseload of patients with highly complex and/or additional needs holding the duty of care and prioritising and managing the caseload independently based on the principles of risk and clinical risk, liaising with and referring to relevant agencies as appropriate.
6. To undertake a range of highly specialist physiotherapy assessment techniques to contribute to the differential diagnostic process, formulating hypotheses on the basis of the evidence from assessments and experiential and specialist knowledge to arrive at a clinical diagnosis.
7. To provide highly specialist advice (spontaneous and planned) patient education with instructions to patients, carers and other relevant professionals in health, social care and education to develop

understanding of the objectives of physiotherapy to produce a consistent, holistic approach to ensure optimal patient care.

8. Take a proactive role in the implementation of the safeguarding agenda, adhering to Safeguarding Children's/Adult Board/LSCFT policies and procedures.

## **Responsibilities for Policy and Service Development**

1. Lead on service and practice development initiatives and review outcomes as required.
2. Lead on development and implementation of policies, procedures and guidelines related to the business unit, and contribute to the development of others if appropriate.
3. Lead on development and evaluation of policies/protocols for advanced practice within own area of work.
4. To work in partnership with colleagues in the delivery of the quality, governance and performance management agenda.
5. To contribute at a strategic level to the development of Physiotherapy Services.
6. To use specialist knowledge to inform and contribute to the development, review and implementation of LSCFT policies and procedures at a strategic level as required.
7. Propose, develop and implement agreed policies, protocols and guidelines for highly specialist area.
8. To monitor outcomes and propose changes to working practice in relation to patient care/service delivery and participate in the future planning and evaluation of services.
9. To contribute to the development and dissemination of a service business plan, demonstrating a vision, agreed objectives, resource requirements and plans for evaluation.
10. To ensure awareness of contemporary and innovative practice and develop skills in line with this.
11. To actively participate in continued professional development to develop new skills, maintain and update existing skills and embrace the concept of Life Long Learning.
12. To ensure that the service is delivered in line with all relevant legislation and statutory requirements.
13. To support the implementation of policy and service development within the field of practice.

## **Responsibilities for Finance**

1. To identify and actively participate in any cost improvement measures as required and budgetary management.
2. To hold delegated responsibility for the management of specialist clinical resources within a field of practice ensuring that resources e.g. staff time, equipment and consumables are monitored and used effectively.

## **Responsibility for Human Resources**

1. The post holder will be responsible for ensuring the quality of professional practice monitoring of professional supervision and assistance with workforce planning, recruitment, advice and training.
2. Provide clinical leadership.
3. Act as a role model to clinical staff by demonstrating leadership and expertise and by maintaining credibility within the Directorate and Trust.
4. Lead development of and deliver training as appropriate.
5. Participate in receiving training as agreed.
6. Advise on education and training needs of staff members.
7. Support the development of the trainee physiotherapy practitioners and other trainees as agreed
8. Provide group and individual supervision to staff within an identified clinical area, ensure delegation as appropriate.
9. Provide line management supervision to identified group of staff as agreed in line with specific project work and team structure.



10. To provide full student placements, including formative and summative assessment of competence, supporting and guiding the student to self-evaluate.
11. Responsible for supervision, provision of constructive feedback and for signing off achievement of proficiency at the end of the placement.
12. To be involved in practice placement audit when required.
13. To contribute to the recruitment and selection process as appropriate in collaboration with the service manager.
14. To delegate clinical work to appropriate staff commensurate with their knowledge, skills and experience.
15. To provide preceptorship/mentorship to support role re-design and new ways of working.
16. To identify appropriate training opportunities for self and team in line with identified needs.

### **Responsibility for Information Resources**

1. Be responsible for overseeing and updating the CQC database and supporting CQC visits. Monitor and provide assurance to the Associate Clinical Director regarding the gathering of CQC data.
2. Ensure all elements of care and treatment are documented in records in line with Trust policy.
3. Complete reports for meetings and present oral evidence as required for the Business Manager, Associate Clinical Director and SMT.
4. Develop systems under the leadership of the associate clinical director to embed the quality agenda.
5. Ensure all data is recorded appropriately and timely on clinical IT systems.
6. Ensure activity is recorded and reported according to departmental procedures.
7. Demonstrate competence in and make best use of IT systems in order to facilitate and improve service delivery and influence the wider policy agenda.
8. To maintain contemporaneous clinical records in line with HCPC Professional Standards/Code of Practice and LSCFT Record Keeping Policy.
9. In collaboration with the management team, contribute to the regular production, dissemination and utilisation of caseload/population profiling information that will contribute to the wider public health intelligence and influence the appropriate commissioning and provision of services.
10. To complete timely returns on an individual level relating to activity and performance.

### **Research and Development**

1. Ensure patient management plans and treatments are evidence based.
2. Regularly critique published research outcomes for applicability to his/her personal practice and that of the business unit.
3. Interpret and implement national/local policies/guidelines within own area of practice.
4. Advise MDT and other staff on suggested improvements to practice
5. Participate in research and development activities within the business unit.
6. Facilitate and lead clinical audit in order to improve patient care and ensure that current practice is based on current best evidence.
7. Support MDT implementation of actions and changes to practice consequent upon new clinical audit data.
8. Implement appropriate changes consequent on clinical audit outcomes.
9. Attend Network Clinical audit committee as delegated.
10. To actively promote an environment that supports clinical audit, research and evidence based practice across the area of specialist practice.
11. To identify, develop, implement, participate and report in areas of clinical audit that will improve service delivery.

12. To work collaboratively with other disciplines to identify areas of multi-disciplinary/agency audit and research as appropriate.
13. To establish measurable outcomes for Clinical interventions and implement and apply benchmarking within field of practice.
14. To identify and clinically appraise contemporary evidence to ensure services are delivered in line with best practice.
15. To ensure that public health information and intelligence is used to provide a firm basis for audit, research and development where appropriate.

## **Freedom to Act**

1. Accept responsibility for taking the lead on specific complex cases within the clinical team.
2. Work within own code of Professional Practice.
3. Maintain and keep updated on own high level of knowledge around Health and Social service agendas.
4. To deputise for team/ clinical leader as required.
5. Working as an autonomous practitioner commensurate with the requirements of the post.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

## **Special Conditions:**

As a member of staff you have:

- Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, service users, visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire & South Cumbria NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire & South Cumbria NHS Foundation Trust staff employed within Clinical Environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to Local Safeguarding Children's Board, Local Safeguarding Adult Board and LSCFT Procedures for Safeguarding and Protecting Children.
- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.



- The Trust view its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."
- The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

### Promoting Equality and Reducing Inequalities

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.

### **Behaviour**

The post holder is expected to ensure their behaviours are consistent with our values at all times, we expect you to:

#### Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Uphold the Trust's commitment to health and wellbeing
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

## Person Specification

Description	Essential	Desirable	Assessment
Education/ Qualifications	<ul style="list-style-type: none"> <li>- Degree or equivalent in Physiotherapy</li> <li>- Current professional registration with HCPC as Physiotherapist and responsibility for maintaining this registration</li> <li>- Evidence of CPD in related field of clinical expertise.</li> <li>- Current accredited field work educator</li> </ul>	<ul style="list-style-type: none"> <li>- CSP</li> <li>- Masters module/post grad qualification in relevant field of clinical expertise (or working towards) / post-grad qualification/equivalent knowledge &amp; experience to masters level</li> </ul>	Usual methods of assessment for ALL attributes include:- <ul style="list-style-type: none"> <li>- Application Form</li> <li>- Interview</li> <li>- Test</li> <li>- Presentation</li> </ul>
Knowledge	Include where appropriate:- <ul style="list-style-type: none"> <li>- Understanding of clinical governance framework and implications for practice including audit and research governance.</li> <li>- In-depth understanding of current NHS/government policy/Public Health/NICE guidelines on organisational change and the ability to adapt these appropriately to local service needs through</li> </ul>		

	<p>publication of documents.</p> <ul style="list-style-type: none"> <li>- Knowledge and appreciation of lone working risks – policy and procedure.</li> <li>- Change management skills</li> <li>- Excellent time management skills</li> </ul>		
Experience	<ul style="list-style-type: none"> <li>- Treatment of a broad range of conditions relating to clinical speciality</li> <li>- Demonstrable evidence of improving and developing service and practice</li> <li>- Evidence of leading and implementing clinical change</li> <li>- Supervision and/or mentoring of staff/students.</li> <li>- Multi-disciplinary/multi-agency collaborative working.</li> <li>- Highly advanced and specialised practice skills in field of expertise.</li> </ul>		
Skills and Abilities	<p>Ability to communicate highly complex pathologies and diagnostic reasoning to all levels in the medical and non-medical field at</p>		

	<p>the appropriate level.</p> <ul style="list-style-type: none"> <li>- Sound knowledge of psycho-social problems and ability to gain patient confidence and co-operation.</li> <li>- Show initiative, enthusiasm and motivation for excellence and the development of self and others.</li> <li>- Experience of stakeholder negotiation and persuasion skills.</li> <li>- Sound understand of Safeguarding agenda including MCA and DOLS</li> <li>-problem solving/Decision making in relation to clinical practice.</li> <li>- Able to work independently as lead Specialist, demonstrating good leadership skills.</li> <li>- Demonstrable team worker</li> <li>- Developing and providing health education and information in range of formats as appropriate for wide range of stakeholders.</li> <li>- Excellent interpersonal, communication and presentation</li> </ul>		
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	<p>skills both written and verbal.</p> <ul style="list-style-type: none"> <li>- Ability to analyse and interpret data/complex evidence and apply to practice.</li> <li>- Good competent IT knowledge including ability to use range of Microsoft office products to fulfil role (e.g. Word and Excel)</li> </ul>		
Work Related Circumstances	<p>Awareness, understanding and competency to operate machinery and equipment according to local operating procedures and Medical Device regulations.</p> <ul style="list-style-type: none"> <li>- Ability to work flexibly and travel across the LSCFT footprint to meet business needs</li> <li>- Must be assessed as having level of fitness to carry out duties/tasks after reasonable adjustments under DDA 1995 have been made.</li> <li>- Able to work under pressure and constantly respond frequent changes in circumstances.</li> </ul>		

## **EFFORT FACTORS**

<b>PHYSICAL EFFORT</b> What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Assisting patients from bed to chair	weekly	Variable	Variable	No
Use of Hoists	weekly	variable	Variable	Yes
Sitting in an office for administrative tasks	Daily	1-2 hours	None	

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
Yes No	Every shift Weekly Monthly Less Often		

<b>MENTAL EFFORT</b> Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Concentration undertaking a range of treatment and diagnostic investigations	Daily	variable per patients
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Taking Phone calls/ interruptions during clinical sessions	Variable	Variable
Dealing with conflict & aggression	Infrequent	Variable

<b>EMOTIONAL EFFORT</b> Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
Dealing with elderly patients/ vulnerable adults/ patients with mental/ physical disabilities, patients with mental health problems.	Direct	Frequent
Dealing with conflict and aggression	direct	occasional
<b>WORKING CONDITIONS</b> Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?	



Direct contact with bodily fluids	Variable
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## Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
<b>We are always learning</b>	<ul style="list-style-type: none"> <li>✓ We pro-actively seek out opportunities to learn and support the learning of others</li> <li>✓ We prioritise quality and safety and are open and flexible to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> <li>✓ We speak up if we are concerned about safety and focus on opportunities to improve</li> </ul>
<b>We are respectful</b>	<ul style="list-style-type: none"> <li>✓ We are open and honest, trying our best to ensure people receive information in ways they can understand</li> <li>✓ We seek, value and learn from diverse perspectives, views and experiences</li> <li>✓ We put service users and carers at the heart of everything we do</li> <li>✓ We take pride in our work and understand we are responsible for our actions</li> </ul>
<b>We are kind</b>	<ul style="list-style-type: none"> <li>✓ We are approachable and show compassion</li> <li>✓ We actively listen to what people need and pro-actively offer our support</li> <li>✓ We care for our own wellbeing and the wellbeing of others</li> <li>✓ We celebrate success and provide feedback that is authentic and compassionate</li> </ul>
<b>We are a team</b>	<ul style="list-style-type: none"> <li>✓ We take personal and team accountability to deliver the highest standards of care</li> <li>✓ We work in active partnership with service users and carers</li> <li>✓ We actively build trusting relationships and help others feel joy and pride in work</li> <li>✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care</li> </ul>

## Special conditions:

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



**We are  
Kind**



**We are  
Respectful**



**We are  
Always  
Learning**



**We are a  
Team**