



Applicant Pack

Welcome

Thank you for expressing an interest in Derbyshire Community Health Services (DCHS) NHS Foundation Trust. As you will see from the following pack the Trust is looking to recruit great people with a passion for making a difference to people's lives and who recognise and share the values we hold dear.

This booklet describes a bit about our Trust, what we are looking for in new colleagues and what you can expect from us if you decide to pursue a career with us. My colleagues and I are very proud of the quality of services we provide and the difference we make to people's lives every day; evidenced through our 'outstanding' CQC rating and consistently strong feedback from our colleagues through the NHS Staff Survey.

Our vision is to be the best provider of local healthcare and a great place to work. We can only achieve this vision by attracting and retaining the very best colleagues to work with us, who match our commitment to being a truly inclusive organisation – one

where people feel comfortable to come to work knowing they will be supported and developed whatever their race, sexuality, gender or long-term condition/disability.

If you feel that your ambition matches ours, we hope you choose to join us and wish you well during the appointment process. This pack can only give you a flavour of our organisation and how we work. We would encourage you to contact the person named in the advert for the job you are interested in for an informal conversation so that you can get a fuller understanding of what we are about and the role you are interested in.

Become the next great addition to our team and join us in making a positive difference to the people of Derbyshire.



Tracy Allen
Chief Executive



Who are we

We care for patients across a wide range of services, increasingly delivering care in patients' own homes as well as 11 community hospitals and more than 30 health centres across Derbyshire.

We employ approximately 4,300 staff, making us one of the largest providers of specialist community health services in the country, serving a patient population of more than one million.

Our Vision

To be the best provider of local healthcare and to be a great place to work.

Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution because everyone matters

"I think DCHS is a great employer, I feel the patient care and quality here is excellent"

"My start has felt very positive, well supported and I'm keen to continue. There seems to be a very positive work culture."



In an average day we care for:

over 2992

patients in our community nursing and therapy services

220 people

in our urgent treatment centres

85 people

in our community hospital beds

450 patient

appointments across our four community general practices

405 children

under 5yrs old are seen by our health visiting team

"I have moved to DCHS after over 20 years in a different organisation. The culture and care towards staff here at DCHS is excellent. I feel so much happier and more valued. I do believe that this '*look after the workforce*' attitude directly contributes towards better patient care."

#BeYourBest #TheDCHSWay



The DCHS Way

The DCHS Way is a fundamental ‘pledge’ to our staff and patients which promises - in simple terms - how we will govern and manage our organisation.

There are three elements; Quality Service, Quality People and Quality Business. Each one reflects our major organisational objectives and highlights that quality is at the heart of everything we do.

We are	The ‘DCHS’ Way
Quality Service	To deliver high quality and sustainable services that echo the values and aspirations of the communities we serve.
Quality People	To build a high performance work environment that engages, involves and supports staff to reach their full potential.
Quality Business	To ensure an effective, efficient and economical organisation that promotes productive working and which offers good value to its community and commissioners.



“I think DCHS is a great employer to work for as they value staff wellbeing and prioritise staff which shows in the way that leaders respond to staff.”

Our 2022 Staff Survey

2022 NHS Staff Survey: Results summary



Derbyshire Community Health Services
NHS Foundation Trust

From 2021 the questions in the NHS Staff Survey are aligned to the People Promise. The seven People Promise elements replace the old themes with the exception of two remaining KPI themes – staff engagement and morale. You can see how we have scored on each element compared to the average in our benchmarking group below:



General information:

- Substantive staff response rate 51%
- Bank staff response rate 21%
- Benchmarked against 16 community Trusts

Staff Friends and Family test scores

DCHS has the highest scores in the sector in comparison to its benchmark organisations

'I would recommend my organisation as a place to work'

75%

'If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation'

84%

How we scored compared to our comparators:

● Better
 ● Same
 ● Worse

All elements are scored on a 0-10 scale, where a higher score is more positive than a lower score. The People Promise scores are generated by grouping the results from each question into sub-themes.

The 2021 survey is scored against the seven areas of the NHS 'People Promise', with additional feedback for staff engagement and morale.

We have scored above the sector average in seven out of nine areas and achieved a leading sector score in three areas; **'we each have a voice that counts'**, **'staff engagement'** and **'morale'**, with our highest overall score being **'we are compassionate and inclusive'**.

The key areas emerging from the feedback, which are of cause for celebration are:

- Strong scores in all questions relating to people feeling comfortable in raising concerns and feeling confident that these concerns (including about safe clinical practice) will be heard and acted upon. Equally, people are confident that patient

concerns are acted upon.

- 67.9% of staff feel DCHS acts fairly with regard to career progression / promotion, regardless of ethnic background, religion, sexual orientation, disability or age.
- 82.4% of staff felt that DCHS respects individual differences.
- 92.4% of staff feel trusted to do their job.
- 74.6% of staff would recommend DCHS as a place to work.
- 84.2% of staff would recommend DCHS as an organisation to receive treatment or care which is the highest score in the sector.

People Promise



#BeYourBest #InEDCHSway



“I have always felt very supported working for DCHS in the community, my immediate manager is very approachable and supportive.”

Terms and conditions

Your employment package

We offer a comprehensive and competitive employment package to ensure you benefit from the work you do here with us.

Working here you will not only become an integral part of delivering high-quality care in the community, but also become part of a friendly organisation that nurtures and encourages you to make the most of our progressive employment policies and excellent benefits.

Salary

All our staff (except doctors, dentists and Very Senior Managers, who have their own pay scales), are paid under the Agenda for Change pay system. Each of the nine pay bands has a number of pay points. You will normally progress to the next pay point annually until you reach the top of the pay band. You can calculate what your take home pay will look like by using the [NHS pay tool](#).

If you join us from another NHS employer we will place you on the appropriate point on the scale to recognise your current experience. If you join us from an employer outside the NHS, your manager will be responsible for identifying relevant experience so that you can be placed on the appropriate point on the scale.

For roles which demand it, we also offer pay enhancements on top of your basic salary for out-of-hours, shift and overtime working.



Flexible working

Although our standard working week is 37.5 hours, we are committed to helping staff balance the demands of both their work and personal needs through flexible working and retirement arrangements.

As a flexible working friendly organisation, we want to be sure that you can work in a way that is best for our service and for you. Speak to us about how we might be able to accommodate a flexible working arrangement whether that's job share, part time or another flexible pattern.

We also wish to support colleagues to work in an agile way where possible (a form of flexible working where colleagues spend some of their working hours or days at a health and social care site and some of their time remotely, usually at their home), provided this does not have a detrimental impact on operational requirements.

If it works for the service, we will do our best to make it work for you.



Annual leave

We reward you with a generous annual leave allowance that increases the longer you work for us.

Starting off at 27 days per year plus eight bank holidays, your annual leave entitlement increases to 29 days after five years' and 33 days after ten years' NHS service. This service does not have to be continuous. If you work part-time, your annual leave entitlement will be pro rata based on the number of hours you work.

We also offer the opportunity to buy up to 10 additional annual leave days per year.



Sickness absence pay

As an NHS employee you are entitled to occupational sick pay. You may be entitled to up to six months at full pay and six months at half pay, depending on your length of service.

Entitlements to occupational sick pay are set out in section 14 of the [Agenda for Change handbook](#).



Family and carer leave

We offer comprehensive maternity, paternity, adoption and shared parental leave schemes with benefits in excess of the statutory schemes.

We also recognise that many employees have caring responsibilities outside work and that from time to time, emergency leave may be required. We have a supportive Special Leave policy that covers a variety of life events and circumstances.



Pension scheme

You'll automatically be able to join the [NHS Pension Scheme](#) as soon as you start working with us.

Employer pension contributions are generous at 14%. Your contributions range from 5% to 14.5% of pensionable pay and are taken from your salary before tax, so you receive tax relief on any amount you pay. You also pay less National Insurance. You additionally have the option to receive added benefits, including ill health benefits, a tax free lump sum and death-in-service benefits for your family.

The NHS pension scheme is guaranteed by the government and protected against inflation.

For anyone not eligible to be enrolled in the NHS Pension Scheme, an alternative scheme is offered.



Cycle to work and car schemes

Cycling is not only good for your health, but it saves you both time and money. Our cycle to work scheme allows you to save between 25-39% on a brand-new bike, accessories and you get to spread the cost over 6 or 12 months via your salary.

We are also able to offer you three different types of car scheme via our partner GMP Drivercare, a lease car scheme, a salary sacrifice scheme and a personal contract hire scheme.



High street and online discounts

Working for the NHS comes with a range of staff discounts accessed via either [Health Service Discounts](#) or the [Blue Light card](#) programme (we also reimburse the cost of purchasing or renewing your Blue Light card). Both provide access to a huge range of NHS discounts and healthcare staff benefits, from money saving deals and vouchers, including groceries, travel and holiday deals, top hotel discounts, relaxing airport lounge and airport parking discounts, mouth-watering restaurant deals, money off fashion fixes, through to deals on mobile phones, utilities and gym membership.

“I feel extremely well supported by my immediate manager.”

Your development

DCHS is committed to developing all its staff, and offers a range of opportunities that will support you in developing a range of clinical and non-clinical skills, both within the organisation and externally via local and national training providers. There are also essential learning modules that all staff complete to ensure their skills are up-to-date. We are constantly developing new courses and learning materials for our staff, and currently have a range of training and development programmes including e-learning. We also have a team of specialist trainers and facilitators who support all our staff out in the workplace.

Newly qualified

DCHS knows how important it is to invest in the development of its workforce and acknowledge that newly qualified nurses need support to develop confidence as autonomous professionals. We offer a preceptorship programme to provide a structured, supportive bridge during which you will be able to consolidate your pre-registration learning and work on areas of required growth with the support and guidance of an experienced registered practitioner in your workplace. The preceptorship programme is also a useful resource for experienced registered practitioners joining the Trust for the first time. It offers examples of areas that you may wish to consider in more detail in your new role and outlines a framework by which you as an individual practitioner can be assessed or evidence your own professional and personal growth.

Leadership and talent development

Leadership in the NHS means valuing everyone at every level. At DCHS we expect our leaders and managers to be inclusive, positively shaping the culture to be fair and diverse. We encourage a coaching style of leadership to create a culture of co-ownership, where all colleagues take responsibility for the success of the Trust. Quality improvement is at the heart of what we do in DCHS, it is important that we have leaders and managers that support staff to try ideas and have a voice. Supporting a culture of improvement and continuous learning to ensure we continue to be successful and sustainable.

It is vital that all our leaders can develop and nurture talent within their teams. We value our employees and will invest in their development to ensure they have the skills and knowledge required to succeed and meet their career aspirations.

It is expected that any newly appointed leaders with people management responsibility will attend the leadership induction and the core elements of our masterclasses within their first 12 months.



“I simply have the best bosses who I am always able to approach and have always found them very supportive.”

Apprenticeship development

From the moment you are registered as an apprentice you will receive a purpose-built apprenticeship programme to meet the needs of your new position and you as an individual. Your development plan will be tailored to your new role and the skills, knowledge and behaviours it requires. Each apprenticeship also has an assessment plan and an end-point assessment; you will be allocated an assessor who will work with you on this, alongside your manager.

Appraisal

The annual performance appraisal is essential to monitoring and maintaining the talent and skills of staff in our organisation in accordance with the DCHS Way. The performance appraisal is an opportunity to review past performance, give and receive feedback and make plans for the forthcoming year based on organisational and personal priorities as well as key performance indicators.



Queen's Nurses Award

Here in DCHS we value the Queen's Nurse award and we encourage any registered nurse working within DCHS to consider applying. The Queen's Nursing Institute believes that caring for people at home and in the community is fundamentally different from caring for patients in hospital. Community practice requires a different approach and different skills. A Queen's Nurse is committed to providing best care to their patients. They are trusted and valued by their patients and respected and admired by their peers. They are enthusiastic and passionate about the care they provide. As a Queen's Nurse you will be part of a national network of Queen's Nurses who are committed to the highest standards of patient care and will have the opportunity to access funding to develop your own ideas and skills through training programmes. The Queen's Nursing Institute offer a myriad of information and support for Queen's Nurses from a personal and professional perspective. You will also be part of an innovative group of community nurses who share and publish research into nursing practice, work force and education and improving knowledge and standards. Queen's Nurses have the opportunity to apply for educational grants to enhance clinical and leadership skills and knowledge and also contribute to influencing government and policy makers in the campaign to increase investment in high quality services.

Find out more [here](#).

“My current Trust has been far more welcoming and offered better training and support than the previous Trust I worked for.”

Staff wellbeing

At DCHS we have a simple philosophy when it comes to your health and wellbeing, we believe that work should benefit your health, not challenge it. This is why we consider staff health and wellbeing throughout every aspect of our organisation and the work we do. This focus has resulted in us consistently scoring highly in the staff survey for employee engagement and organisational focus on staff wellbeing across all community NHS trusts.

We ensure this focus through a dedicated Staff Wellbeing team that oversees our strategy and connects with People Services and operational colleagues to make sure your wellbeing is promoted at all times. We place a particular focus on your work life balance, equipping you with skills, resources and opportunities to enhance your health and wellbeing. We know however that there may be times when our health and wellbeing can be challenged and we offer services and support if this happens. From Occupational Health and tailored counselling, to supporting access to physical health activities and a diverse range of health and wellbeing-related training, the services available to you are extensive.

We update and change our wellbeing programme constantly to make sure we have everything you need. You can find out everything available on our intranet pages and keep an eye out for updates in communications emails and social media channels. We also have a dedicated network of wellbeing champions based in services who can signpost you to wellbeing support.

If there's anything you aren't sure about or anything that you feel is missing from what the Staff Wellbeing team offers you only have to ask, our service is here to support you and is only ever a phone call or email away.

"I thoroughly enjoy working for such a patient focussed organisation. There is lots of support available to address any health and safety issues. My service area has a positive can-do attitude to any challenges it faces. I am proud to be part of DCHS and my team."





Equality, Diversity and Inclusion

DCHS recognises the positive value of equality, diversity and inclusion and aims to work towards achieving a workforce that recognises people from different backgrounds, skills, attitudes and experiences who bring fresh ideas and perceptions. We wish to encourage and harness these differences to make our services more relevant and accessible for local communities.

To provide the best possible support and development opportunities for our team members we need team members to understand that equality, diversity and inclusion is everyone's business.

One thing that helps us to embed this is key team members that are willing to be spokespeople for their service areas, and to keep other team members updated as well as providing a point of contact and information should there be any queries within services.

Staff networks

DCHS is committed to positively shaping its culture and behaviours to be fair, diverse and inclusive. A key way of achieving this is through our staff networks, who offer support and guidance for staff, a chance to network with like-minded colleagues and increase equality issues through allyship.

We welcome staff to join any of these networks, either as someone who personally identifies with the equality groups, or as an ally.

Our current groups are

- LGBT+ – Lesbian, Gay, Bi, Trans plus
- BAME – Black, Asian and Ethnic Minority
- D<C – Disabilities and Long Term Conditions
- Armed Forces & Veterans

You can find out more [here](#)

“The Trust is very dynamic forward thinking and my present management is very approachable, understanding, kind and caring whilst being fair to all.”

“They are very supportive to us all and during the pandemic our welfare has been paramount to them and to the running of our team. They are very approachable and interested in everything we do.”

Our Charters and Awards



/dchstrust



@DCHStrust



dchst.recruitment@nhs.net



#BeYourBest #TheDCHSWay