

Recruitment Pack

Information for Candidates





Hello from Harry Turner, Chair, and Penny Harris, Chief Executive Officer



A big hello and welcome from us and the team here at Dudley Integrated Health and Care Trust. We are an NHS organisation created to support and develop primary care and to deliver integrated health and care with our partners for the Dudley population. We have responsibility for the population registered with primary care in Dudley and take responsibility to reduce health inequalities and improve the healthy life expectancy of our local population.



The 2022 White Paper and Fuller Review describe integrating health and care which chime fully with our organisation's purpose to improve population health. We have continued to develop since our creation and are currently looking at plans to expand our role to support the wider Black Country system.

We are working closely with our partners to develop the 'place based' partnership for Dudley to deliver integrated care and also with our partners across the wider Black Country Integrated Care System. Our Dudley Partnership have developed three core values which are respect, clarity and courage and we ask all of our staff to consider these values as you work in our local system.

Value	RESPECT	CLARITY	COURAGE
Meaning	<i>Building and maintaining relationships in which we help each other to feel safe, valued and genuinely heard</i>	<i>Working with each other to be clear about what we are trying to do, how we will do it, and what this means for each partner organisation</i>	<i>Encouraging, challenging, and defending each other in doing whatever we feasibly can to improve population health and wellbeing</i>

This work across the system allowed us to develop our mutual aim of **'Healthy and Happy Communities... Community where possible, hospital when necessary'** to ensure that we are keeping people well and safe in their own homes, receiving the care they need, where and when they need it. We have developed a set of key strategic priorities which can be seen below. We will continue to update our staff about what these mean to the Trust, staff, patients and stakeholders but would ask that you take time to read the list now and start thinking about how you and the role you are applying for may be able to help deliver them.

We are integrated with 41 of our local primary care practices, and we employ over 400 staff who provide a range of services across Dudley. Our staff are our most important asset, and we sincerely hope you will enjoy your role and career with Dudley Integrated Health and Care NHS Trust. We promote a just learning culture that involves creating an environment where staff feel supported and empowered to learn when things do not go as expected.



Thank you very much for your interest in joining Dudley Integrated Health and Care NHS Trust – we wish you every success with your application.

Kind Regards

Harry Turner
Chair

Penny Harris
Chief Executive Officer



An Introduction to Our Organisation – Dudley Integrated Health and Care NHS Trust

Dudley Integrated Health and Care NHS Trust (DIHC) is a new organisation, created to integrated primary care with community based services; we are an organisation created to provide an integrated out of hospital care model.

We started small and steadily growing our provision of services.

DIHC was formed on the 1st April 2020 when two services, Dudley Talking Therapy and Primary Care Mental Health services. Since then, many more services have joined our ever-growing team. These services include but are not limited to; Dudley School Nursing, High Oak Surgery, Chapel Street Surgery, Additional Role Reimbursement Scheme staff and services, a range of Primary Care Services, the Adults' Continuing Health Care Team, and Intermediate Care Team, Children's and Young People

Continuing Care Team and Pharmaceutical Public Health.

By working at DIHC, you will join us in our commitment to provide person-centred services to the people of Dudley that are accessible, co-ordinated and deliver a continuity of care.

At DIHC, integration is at the heart of everything we do and by working together with everyone involved in the provision of care, we aim to ensure our communities are fully supported to live healthier lives for longer.





Why You Should Join Us

To be part of developing new, revolutionary services to improve the health of local people in Dudley

DIHC is integrating primary care with community based services to provide an integrated out of hospital care model. We to serve the needs of the Dudley population within their own homes and neighbourhoods.

To join a health and care system that has the skills and knowledge to look at the whole person and recognises the power of a strong community

DIHC and their partners have a model of care which redesigns the health and care system; with everyone involved in the provision of care works together, keeping the person at the heart of everything we do. We put Dudley first: providing care in the community where possible and hospital care only when necessary.

To work together across disciplines as one co-ordinated team

Our organisation is designed to effectively and consistently deliver a better coordination of care for those with multiple complex needs. As such, we move away from traditional professional boundaries and instead opt for networks of interconnected teams, informed by population needs.

To benefit from digital improvements making working lives easier and more efficient

DIHC are investing in digital systems to allow more efficient ways of working; allowing our teams to save time, communicate easily within and across disciplines and access all the information needed to provide/ support the provision of high quality care efficiently.



Our Strategic Priorities and Commitments



“I feel very supported by both the leadership at DIHC and my fellow colleagues. DIHC provides me with the opportunity to get involved in projects outside my role, I feel this has re-ignited my desire to remain working for the NHS.”

Current DIHC Staff Member



Commitments

Put people first



We will:

- Care and advocate for all
- Provide the highest quality care
- Speak up for those who cannot or ask us to.
- Empower our service users to be joint decision makers in their care

Enable and support our staff



We will:

- Ensure our staff have the skills to deliver our purpose to the best of their ability
- Put their safety at the forefront of operational delivery
- Proactively support their health and wellbeing

Simplify what can be complex



We will:

- Enable our staff to create and innovate.
- Empower them with the skills and resources so they can improve and transform the services they provide.
- Make this a priority freeing up their time to participate.
- Make our services easy to navigate for both patients, staff, and citizens
- Work with our citizens to be the co-designers of future services

Be accountable for our actions



Our job is to serve the people of Dudley and ultimately; they will judge our actions:

- Each of us has a personal responsibility for our decisions and actions; to be leaders. Only through our actions will we build trust and respect for the work we do.
- Be accessible and responsive - listen to our staff, service users and local population; actively seeking those whose voice is quieter than others or those that are 'hard to reach'; and then respond with the means available to us.
- We will behave inclusively, building on our diversity
- We will encourage our population to be part of our future workforce and service suppliers

Our Staff


















DIHC is an expanding and growing organisation and as such, so is its workforce.

In September 2022, DIHC had around 400 staff across a broad spectrum of specialisms and backgrounds. We have plans in place to grow our dynamic workforce over the next 12 months.

By joining us in DIHC you will be given the opportunity to integrate in a truly innovative way with colleagues from across a number of different clinical and non-clinical areas. DIHC's ethos is to work in a joined up, meaningful way.

Our Board

DIHC's workforce are supported by our experienced, passionate, and committed Board. As well as being responsible for the day-to-day running of the organisation and its performance, the Board also provides leading edge transformational and compassionate leadership and sets the organisation's strategic aims.

								
Harry Turner Chair	David Gilbert Non Executive Director	Martin Evans Non Executive Director	Valerie Little Non Executive Director	Dr George Solomon Non Executive Director	Ian Buckley Vice Chair and Senior Independent Non Executive Director	Billie Lam Associate Non Executive Director	Dr Gillian Love Associate Non Executive Director	Dr Stephen Cartwright Associate Non Executive Director
								
Penny Harris Chief Executive	Stephanie Cartwright Director of Strategy, People and Partnerships	Philip King Chief Operating Officer	Dr Lucy Martin Acting Medical Director	Dr Richard Bramble Acting Medical Director	Sue Nicholls Director of Nursing, Quality and Allied Health Professionals	Matthew Gamage Interim Director of Finance, Performance and Digital		

Our Directorates



Operations
Directorate

Medical
Directorate

Nursing, AHP
and Quality
Directorate

Corporate
Directorate

Our Current Services

Clinical Services

Our clinical services are provided across our operations and medical directorates.

Our Medical Directorate is also responsible for leadership of medically trained clinicians across DIHC and for providing leadership to the wider Dudley health economy. This, and our nursing and quality directorate, ensure that robust clinical leadership, strong clinical and corporate governance, and a culture of quality improvement are right at the heart of the organisation.

Our clinical and operational teams are growing, strengthening, and diversifying continuously, below is a summary of the services we currently provide within our operations directorate:

DIHC Team

**Adults Continuing
Health Care (CHC) and
Intermediate Care (IC)**

Brief Summary

CHC is the package of care arranged and funded by the NHS for individuals who are not in hospital but have complex on-going



	healthcare needs. Intermediate care is the services arranged for patients through their rehabilitation journey.
Children's and Young Peoples' Continuing Care (CC)	CC is the package of care for children and young people who have complex on-going healthcare needs that cannot be met by existing universal or specialist services alone.
Primary Care Services	High Oak Surgery and Chapel Street Surgery are the 2 practices managed directly by DIHC providing general medical services and Dudley Quality Outcomes for Health framework. Primary Care Services also covers Extended Access Hub and Special Allocation Services (SAS)
Mental Health Services: Dudley Talking Therapy Services	Part of the national Improving Access to Psychological Therapies (IAPT) programme, Dudley Talking Therapy, provides psychological support to over 16s in Dudley by offering a number of evidence-based therapies, advice, and information.
Mental Health Services: Primary Care Mental Health Services	Supports individuals 16 and over who are experiencing a range of anxiety, depression, and mental health problems. Primary care mental health nurses work from GP surgeries, offering assessment and intervention as part of Dudley's Integrated Care Teams (ICTs).
Mental Health Services: First Contact Practitioners for Mental Health	Provides instant access for patients to a mental health practitioner without the need for referral from a GP. First Contact Practitioners are based within general practice and can provide immediate assistance, medication, or onward referral to more in-depth support services.
Pharmaceutical Public Health	Our team of clinical pharmacists provide support to every GP practice in Dudley with the aim of optimising the use of medicines by the people of Dudley, and with a focus on improving population health.
Dudley School Nursing Service	Promotes and supports the health and wellbeing of all school aged children from 4 to 19. School nurses are mostly based within secondary schools across the Borough of Dudley, offering a confidential health and wellbeing service to all school age children.
Range of Primary Care Services	This includes services as described in the Primary Care Network Additional Roles Reimbursement Scheme, and includes: <ul style="list-style-type: none"> • Social Prescribing Link Workers • Listening and Guidance • First Contact Physiotherapists • Health and Wellbeing Coaches • Pharmacists • Physician Associates • Nursing Associates



- Paramedics
- Podiatrists
- Care Co-ordinators
- Dietitians
- Occupational Therapists

“I make a difference by finding out what matters to each patient, spending dedicated time with them, talking with a wide range of professionals and ensuring that care and support is wrapped around the whole person.”

Current DIHC Staff Member

Corporate Services

We offer a number of core organisational corporate services, with plans in place to further expand and grow our workforce.

Below is a summary of our corporate teams that sit within our Corporate Directorate and a brief description of their key responsibilities:

DIHC Team	Brief Summary
Communications and Engagement	The team is responsible for communicating with all our internal and external stakeholders. They support DIHC with all its communications and engagement needs.
Digital	The team is responsible for delivering the Digital strategy for DIHC. The Digital team also provide overarching IT support to DIHC where required.
Finance	The team is responsible for accounting for all the money we spend. The team raise invoices, pay bills, and monitor how much we are spending.
Quality & Governance	The team is responsible for the management and oversight of all corporate governance arrangements, the management of policies and procedures, risk management, clinical audit, and information governance.
Primary Care Team	The team supports and enables Dudley General Practices and works closely with our PCNs on a number of key strategic matters.
Contracts	The team manages the relationships with providers who work alongside DIHC to deliver community health and care services. The team also prepare contractual documentation and monitor



	the providers' performance against the contract requirements and agreed outcomes, in accordance with national health and care guidance and frameworks.
People	The People team are here to support everyone who works for DIHC from recruitment and throughout the employee journey they also play a key role in the direction of the organisation and supporting the People agenda.
Safeguarding	The team are dedicated to supporting staff to achieve the appropriate safeguarding competencies and committed to ensuring the organisation fulfils its statutory duty to safeguard and promote the welfare of children and of adults with care and support needs.
Service Improvement	This team provides all elements of service improvement support to our existing and future operational services, enabling development and transformation to grow from within.

“After being part of the journey to create DIHC, it’s great to work in this organisation and to continue to help shape the organisation moving forward.

DIHC is a supportive, open and friendly place to work.”

Current DIHC Staff Member



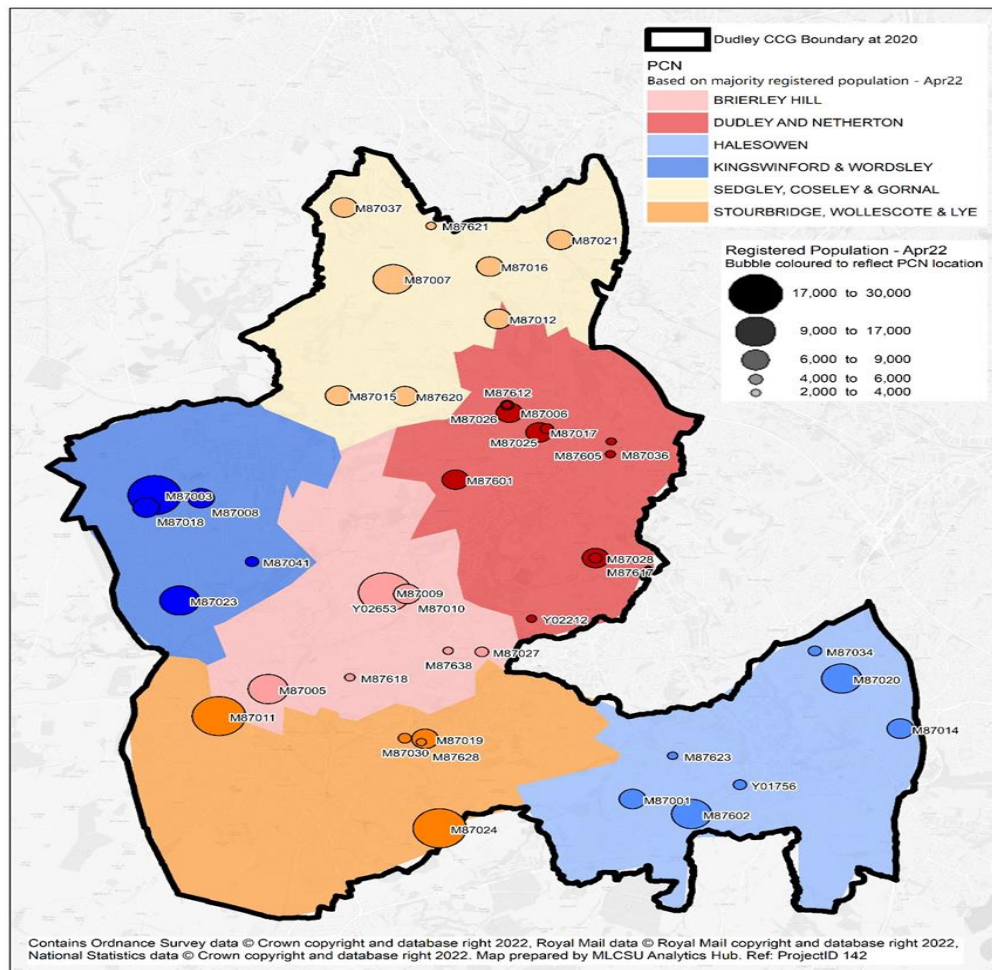


Our Primary Care Networks

General Practice and our Primary Care Networks (PCNs) are the ‘building blocks’ for the integrated way in which we organise, develop and provide services as an organisation.

As a Trust we have Primary Care Integration Agreements in place with 40 out of the 43 General Practices in Dudley. In short, this agreement reflects a commitment and partnership between General Practice and DIHC in the way in which we work together to improve the health of our population.

The GP practices in the Dudley metropolitan borough are divided into six Primary Care Networks:





Primary Care Network Fact File

A brief fact file for each of our 6 PCNs can be found below:

PCN	Fact File
Sedgley, Coseley and Gornal	<ul style="list-style-type: none">▪ <u>20%</u> of the Dudley population.▪ Age profile similar to the Dudley average with slightly higher proportion in the 75-84 yrs groups▪ Healthy Life Expectancy is 62.88yrs for females and 61.41yrs for males
Dudley and Netherton	<ul style="list-style-type: none">▪ 17% of the Dudley population.▪ <u>Age profile much higher in the 0-39 yrs group</u> and lower in the 50+ yrs group.▪ Healthy Life Expectancy is 62.88yrs for females and 61.41yrs for males
Brierley Hill and Amblecote	<ul style="list-style-type: none">▪ 15% of the Dudley population.▪ <u>Age profile much higher in 0-9 yrs group and 25-34 yrs group</u> and much lower in the 60+ yrs groups,▪ Healthy Life Expectancy is <u>60.25yrs for females and 59.93yrs for males.</u>
Kingswinford and Wordsley	<ul style="list-style-type: none">▪ 12% of the Dudley population.▪ <u>Age profile much lower in younger age groups</u> and higher in 65+ age groups▪ Healthy Life Expectancy is <u>67.07yrs for females and 65.23yrs for males</u>
Halesowen	<ul style="list-style-type: none">▪ 16% of the Dudley population.▪ Age profile similar to Dudley average with slightly higher 65+ age groups▪ Healthy Life Expectancy is 64.35yrs for females and 64.29yrs for males
Stourbridge, Wollescote & Lye	<ul style="list-style-type: none">▪ <u>19%</u> of the Dudley population▪ <u>Age profile shows fewer in younger age groups</u> and higher in 60-74 age groups▪ Healthy Life Expectancy is 64.51yrs for females and 63.83yrs for males



“I find working in DIHC a supportive, positively challenging and rewarding environment.”

Current DIHC Staff Member

Learning and Development

Staff Induction

We are committed to making our staff feel part of the DIHC family from their very first day. All members of staff are invited to a Welcome Meeting upon joining the organisation. This is an opportunity for you to be fully welcomed into our organisation, to ask any questions and to meet a few friendly faces.

As part of your wider induction, you will complete and keep up to date with your statutory and mandatory training, which includes:

- General Health and Safety Awareness
- Equality and Diversity
- Information Governance
- Infection Prevention and Control
- Fire Safety
- Manual Handling
- Safeguarding
- Freedom to Speak Up

Developing and Sharing Opportunities for Growth

DIHC recognises the importance of supporting staff to learn and develop both professionally and personally. DIHC uses a number of different methods for facilitating learning and development opportunities for staff, including:

- Team meetings
- Job shadowing
- Acting-Up arrangements
- Internal secondments
- Coaching
- Mentoring
- Internal and external training sessions
- Seminars and workshops

We have a range of varied leadership and management development programmes. In addition to this, our Communications & Engagement team actively seek out and circulate across the organisation any new opportunities for learning and development via our weekly newsletter. This includes but is not limited to free seminars, educational programmes, talks, Q&As.



Health and Wellbeing

We know that regardless of your profession, working or volunteering in the NHS sometimes means facing challenging and difficult situations that may impact on your psychological wellbeing. At DIHC, we want to ensure that all staff feel safe, supported, heard and healthy both physically and mentally.

To achieve this, we have created Well You; an accessible staff resource centre split into four key areas:



Mental & Psychological Health

- 24/7 telephone or online support via the Employee Assistance Programme
- National Wellbeing Support Line
- Staff Wellbeing Kitbag

Financial Wellbeing

- Financial wellbeing advice and guidance via the Employee Assistance Programme

Physical Health and Lifestyle

- Nutrition and Eating Well
- Hydration
- Sleep
- Healthy Body
- Work Life Balance

Speaking Up, Leadership and Inclusion

- Freedom to Speak Up Guardians
- Equality, Diversity, and Inclusion



Staff Recognition

We also know how important it is for our mental wellbeing to be recognised and rewarded for dedication and hard work. To celebrate our colleagues, we set up **The Big Thank You**, whereby staff can nominate someone who they feel has gone the extra mile or been downright lovely. The aim is to share the joy and recognise each other's value.

The nominations are shared via the weekly Friday Round-Up newsletter.

Equality, Diversity, and Inclusion

At DIHC we are committed to promoting equality of opportunity; celebrating and valuing diversity; eliminating unlawful discrimination, harassment, and victimisation, including cyber or e-bullying and harassment; and promoting good relations.

We have a comprehensive Equality, Diversity and Inclusion strategy focused on ensuring our staff and patients have the best possible experience, and that diversity is truly respected.

Our plans focus on the areas that we know need attention, including growth of diversity across our workforce and tackling health inequalities within the borough.

We provide our staff and managers with a range of resources and training to help them to understand the impact of discrimination and understand their own bias to enable them to reflect and change.

We operate in a restorative, just and learning culture and believe that the best way to create a positive experience is to encourage staff to speak up, own their mistakes in the knowledge that we will support learning and avoid punitive actions.

Inclusion, Anti-Racism and Allyship Action Group

Our Inclusion, Anti-Racism and Allyship Action Group encourages people with varied lived experiences or protected characteristics, as well as those who want to be allies, to come together, share experiences and to support positive change.

Disability-confident Employer

We are a disability-confident employer; we are committed to supporting staff who have a disability or become disabled during their employment. As part of this commitment, we guarantee an interview to those who meet the minimum criteria of the role and make adjustments for applicants with disabilities.

Freedom to Speak Up Guardians



Often those facing exclusion and inequality are not heard and outdated systems do not provide a meaningful way for people to speak up. One of the ways we are tackling this is through our Freedom to Speak Up Guardians, who support staff to speak up to raise concerns or report mistreatment when they feel they are unable to do so by other routes.

Staff Benefits

As a member of DIHC staff you will have access to a range of benefits and offers, both as part of your core contract and as member of the DIHC team.

Core Benefits

- Minimum of 27 days paid annual leave per year (for full timers) plus bank holidays. This entitlement rises after 5 years to 29 days and after 10 years' NHS service to 33 days. Pro rata for part time workers.
- Pay enhancements for unsocial hours, shifts and overtime work for those in some bands.
- Learning and development opportunities to support your career progression
- Automatic membership to the NHS Pension Scheme, one of the most generous pension schemes in the UK
- Maternity, paternity and sick pay entitlements and flexible working options
- All our staff are provided with access to the Health Service Journal (HSJ) and HSJ Solutions. Both are packed with healthcare news, insights and evidence based best practice.
- We strive to be an employer of choice and have a reputation of a 'great place to work'. Therefore, we have adopted the Real Living Wage.

Additional Benefits

- DIHC has partnered with VivUp to provide our staff with a range of benefits, including discounts to a number of high street stores and large retailers, opportunities to purchase larger items such as home electronics or bikes, through salary sacrifice and a full Employee Assistance Programme (EAP) which provides staff with access to 24/7 support for a range of life challenges such as anxiety, bereavement, debt or work issues.
- In addition to VivUp, we also use our weekly Friday Round Up internal newsletter to highlight and signpost staff to new NHS offers, discounts and deals.
- DIHC also offers 2 salary sacrifice vehicle schemes, NHS Fleet Solutions and Tusker for those staff wishing to purchase a lease car (staff must be on a permanent contract and have been in post for 6 months in order to apply).



- By working in the NHS you will also be eligible for a number of discount services such as Blue Light card, Health Service Discounts and the Company Shop
- DIHC operates an agile and flexible working approach that is as responsive and adaptive as reasonably possible to your personal needs.

Our Local Areas

Dudley is one of the best places in the UK to live, work, eat, travel, and enjoy right now. With a wealth of cultural happenings, green spaces, historic sites, and new places to eat and drink popping up every day, it's not hard to see why we are so proud to be part of Dudley.

Below we have listed a few highlights in Dudley and the surrounding area, but take it from us it is the warmth and humour of the people of Dudley that make it so unique. We hope you will join us to discover this first-hand.

Black Country Living Museum

An award-winning open air museum that represents the Black Country's story as one of the first industrialised landscapes in Britain's history. The museum takes you on an immersive educational journey across hundreds of years of history. One thing is for sure, by the time you leave you will know for sure that Black Country folk changed the world.

Dudley Zoo and Castle

A unique zoo wrapped around the ruins of the 11th century Dudley Castle housing more than 1300 animals and 200 species. The zoo is home to some of the rarest animals on this planet, this is juxtaposed within the ancient hillside landscape of the castle – it is certainly not one to be missed.

Wolverhampton Art Gallery & Dudley Museum and Art Gallery

Both galleries and museum grant the public access to a vast number of objects on display. You will see fine art, geology, fossils, Old Master paintings, contemporary sculptures, maps, oil paintings, and much more.

Merry Hill Shopping Centre

This shopping centre houses over 180 shops and restaurants under one roof, meeting the needs of even the most avid shopper. The centre has an on-site cinema and is position on the scenic Dudley canal.

Himley Hall and Park



Beautiful and scenic Himley Hall is a 18th century grand building in amongst 180 acres of parkland. The hall was once home to the Earls of Dudley and has retained its regal atmosphere to this day. The hall also offers craft exhibitions and guided tours seasonally.

Address and Contact

Headquarters

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Main office hours

Monday to Friday
8.30am - 5.00pm
Closed on Bank Holidays

Headquarter Facilities

Wheelchair Access
Disabled Parking
Induction loops are fitted in the Board Room and main Reception
Translation services

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