

# East London NHS Foundation Trust

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## Induction Pack



# Contents Table

SECTION	SUBJECT	PAGE NUMBER
1.	Statement from Chief Executive	3
2.	We Care, We Respect, We are Inclusive	4
3.	Our Patch	4
4.	Our Staff Population	4
5.	Our Services	5
6.	Equality and Diversity	5
7.	Boundaries	6
8.	What is induction?	6
9.	Who is induction for?	7
10.	Why is induction so important?	7
11.	ELFT Corporate Induction	7
12.	Local Induction Checklist	7
13.	What to expect – Local Induction	8
	Key stages of local induction programme	
	- Induction Buddy	
	- Review Meetings	
	- Statutory and Mandatory Training	
	- Oracle Learning Management (OLM)	
14.	Expenses	10
15.	Counter Fraud	11
16.	Quality Information (QI)	11
17.	People Participation	12
18.	Information Technology (IT)	12
19.	Datix	14
20.	Health and Safety	14
21.	Infection Control	15
22.	Safeguarding Adults and Children	15
23.	Freedom to Speak Up	16
24.	Useful Links	16
25.	Appendix	19

# 1. Statement from Chief Executive

Dear Colleague,

A warm welcome to East London Foundation Trust (ELFT). We are delighted that you have chosen to come and work with us, and hope that during your time here, you will be able to grow professionally, gain new skills and experience, participate in the development of the Trust and contribute to improving the health of local people.

As a Trust, our vision is to deliver the highest quality mental health and community care to our communities. Our core values are respect, care and inclusiveness and these apply to our patients, carers and to each other as colleagues. One of our key drivers to deliver this is our Quality Improvement programme which involves all staff. Small changes can have a big impact and it is down to all of us to look to where we can make things work better and improve the quality of care we deliver.

By the same token, we look to all our staff to raise any concerns about safety or care standards so that we can act swiftly to resolve them. We are excited to have the opportunity to work with new colleagues who bring different perspectives, knowledge, and experience. Another aspect at the heart of all we do here at ELFT is Co-production, which involves working with service-users to commission, design, deliver and manage services.

We encourage all our staff to share their ideas and suggestions to ensure that our services operate smoothly and enhance the lives of patients and their families - services that you can feel proud of. We hope you will enjoy working for the Trust and wish you all the best.



Paul Calaminus  
Chief Executive Officer (CEO)

## 2. We care | We respect | We are inclusive

Originally formed in 2000, ELFT has long been recognised as a centre of excellence for mental health care, innovation, and improvement. Our ambition is to make a positive difference by providing people with mental and community health care services that support their recovery. And help them to achieve the most fulfilling lives possible.

Everything we do is driven by our values of care, respect and inclusivity. Our patients' needs matter most and we are constantly working to improve our support for all who use and have contact with our services. Our extensive research approach, commitment to education and emphasis on quality means we are at the forefront of excellence in mental health care.

ELFT Provides a wide range of community and inpatient services to children, young people, adults of working age, older adults, and forensic services to the city of London, Hackney, Newham, Tower Hamlets, Bedfordshire and Luton.

## 3. Our Patch

Wherever patients receive our services and from whichever team, our values of care, respect and inclusivity underpin all that we do. We were established nearly 10 years ago to cover East London but have been broadening our remit for some time. Our core area includes City of London, Hackney, Newham, and Tower Hamlets and, Bedfordshire and Luton (since April 2015).

We also deliver numerous services to many other people further afield. They include specialist services in north east London, Hertfordshire, and Essex; psychological therapies in Richmond; and an award-winning specialist mother and baby psychiatric unit in Homerton that receives referrals from across the south east.

## 4. Our Staff Population

Our 6,300 staff, the heart of our operation, provide £467 million worth of services from over 100 community and inpatient sites. Our East London population totals around 750,000 and we are proud to serve one of the most culturally diverse parts of the UK. In Bedfordshire and



Luton, we are now responsible for a further 630,000 people's mental health and community health (Bedfordshire only) care needs.

## 5. Our Services

You can see the full range of our services on our external website but in brief the services we provide cover the following areas. Wherever possible our aim is to provide people with alternatives to hospital admission so that they can receive their care close to home, while remaining as independent as possible.

### We have:

- Addiction services
- Assertive outreach services
- Community services (E.g. Foot health, wheelchair services, physiotherapy, occupational therapy and district nursing)
- Community mental health teams
- Crisis mental health teams
- Forensic services
- Home treatment teams
- Inpatient mental health services
- Learning Disabilities teams
- Primary health care services
- Psychological therapies
- Rehabilitation teams
- Specialist community health services in Newham (Diabetes care, continence, respiratory disease, and end of life care)
- Telehealth
- Older People Inpatient Units

## 6. Equality and Diversity is important to us:

Ensuring equality and valuing diversity is one of the Trust's core values. This means offering the right services regardless of people's age, gender, ability to speak English, religion, race, disability, sexual orientation, marital or civil partnership status or culture.

The Trust is committed to challenging prejudice and discrimination wherever this affects our service users and staff and making equality and diversity integral to our organisational culture. We have adopted the NHS Equality Delivery System, a framework to help us continually improve our performance on equality.

## 7. Boundaries

The Trust is committed to the safeguarding adults and children agenda; and therefore, want to ensure that at all times people using Trust services feel safe and protected. The main principle of professional boundaries is to govern relationships with patients, service users, carers, and staff. This relates to acceptable professional and personal boundaries between individual staff and service users as well as relationships between individuals who work together.

The only appropriate relationship between a service user and a Trust staff member is a professional one that focuses upon the assessed, legitimate needs of the service user. Staff should be aware of the imbalance of power in this relationship caused by the service user's mental or physical health needs and consequent need for care, assistance, guidance, and support.

Helping and supporting others can be both physically and emotionally demanding. Appropriate boundaries are therefore required to allow a service user and staff to engage safely in a professional relationship.

Staff can seek advice from their line manager, professional lead, or professional body on how to manage interactions during profession contact which might/would breach professional boundaries.

Under no circumstances should staff form intimate, personal, romantic, or sexual relationships with known service users. Staff should not behave in a way either inside or outside of the workplace which may call into question their professional conduct, compromise their ability to perform professional duties or endanger the confidence that service users, relatives and carers place in the Trust to deliver care or,.

It is always the responsibility of staff to maintain appropriate professional boundaries within current and former service user relationships.

## 8. What is induction?

Induction does not only refer to corporate induction but also to local inductions There are two main objectives of an induction programme:

1. To support you to be as effective in your role as quickly as possible, equipping you with all the necessary knowledge, tools, and information in a way that you can retain and apply it all.

2. To build a strong relationship between you and the wider Trust maximising your engagement, commitment, and sense of purpose within the Trust. The strength of this relationship is what supports our ability to retain staff.

## 9. Who is induction for?

Induction is for all staff new to the Trust whether on substantive or fixed term, it is also important for staff moving into a new role within the Trust, as well as those on bank

This guide is intended for the use of new staff, as well as those on bank, honorary and or volunteers.

## 10. Why is induction so important?

The induction period for any new staff shapes your future relationship with the Trust. A positive experience at this stage will enable you to quickly become effective in your role and deepen your engagement with ELFT.

It is essential that all new staff fulfil all the requirements of their induction period, therefore the line manager's role is crucial in ensuring that you receive a local induction to help you bond with your team, department and important stakeholders.

## 11. ELFT Corporate Induction

The corporate induction is held monthly. This event is an opportunity for us to formally welcome you into the Trust and provide you with information and knowledge that will support you to perform in your role. Due to the pandemic, we have successfully moved corporate induction to a virtual delivery but look forward to a time where we will be in a venue together again.

## 12. Local Induction Checklist

Local induction should commence on the first day in the new role. This should continue until you are fully inducted into your role and into the team. The local induction process needs to

be led by the relevant manager but should also include input, where required from colleagues who may be best placed to provide specific information and assistance.

A local induction checklist provides a framework to ensure all relevant information is covered in a local induction.

It is a highly recommended that the checklist is used over the course of the local induction period. Adaptation may be required to the needs of the new staff, their role, skills & experience, the service or local working patterns.

Please click [here](#) to download the Local Induction checklist

## 13. What to expect – Local Induction

You would have been contacted by resourcing colleagues who have conducted the relevant employment checks. Your manager will be informed of your start date and will be expecting you at the date and time stated.

On your first day, you will meet with your line manager who will provide a formal welcome as well as a local induction relevant to your role.

Key stages of local induction programme

Pre-arrival – following confirmation of the appointment by resourcing, it is good practice for the line manager to contact the new member of staff via email to welcome them prior to their start date.

This will provide a more personalised approach after the formalities of the recruitment process. The communication should typically cover:

- First day start time
- Where and whom to report to
- The dress codes
- What to expect on the first day?

You should receive a local induction on your first day in the new role. This should continue until you are fully inducted into your role and into the team. The induction process should be



led by the relevant manager but should also include input, where required from colleagues who may be best placed to provide specific information and assistance.

Induction buddy – It can be beneficial to assign a buddy from the team to you for the duration of your local induction period. This can assist a faster integration as the buddy acts as a more ‘informal’ point of reference, providing information and guidance regarding the local team, whereas a manager will be focused on the more formal aspects of the induction process.

Review meetings – during the induction process it is important that your manager meets regularly with you to review progress and to ensure you are settling into your new role and the work environment. This also gives an opportunity to establish if there are any area/s of concern or gaps.

**Statutory & Mandatory Training** – you will be required to complete your mandatory and statutory training to ensure you are safe to deliver your role. Where possible you will be given protected time for completion of any statutory and mandatory training via Oracle Learning Management (OLM). A timing guide is available to assist in scheduling protected time, please see **appendix B**.

### **Oracle Learning Management (OLM)**

The Trust uses OLM as its learning management system. OLM is part of ESR, and you can access OLM to complete all your eLearning training as well as book to attend any classroom training.

To get access to the OLM guides to help you navigate around the system please click on the icon shown below from your ELFT PC desktop.



**Alternatively, you may also contact the L&D team via our training mailbox and we can provide you will all information via email. [elft.trainingdevelopment@nhs.net](mailto:elft.trainingdevelopment@nhs.net)**

## 14. Expenses

If you incur any work-related expenses and need to reclaim costs, you will need to complete an expenses form. Staff are reminded to ensure that they follow the Trust policy relating to expense claims.

Claims are paid in the monthly pay.

The Trust's Payroll, Pensions, and Expenses Departments are based in Edgbaston, Birmingham and are separate from the People and Culture Team. Please see below should you need to contact

University Hospitals Birmingham NHS Foundation Trust	
Payroll postal address	<b>University Hospitals Birmingham NHS Foundation Trust</b> East London Foundation Trust Payroll Team PO Box 16967 Edgbaston Birmingham B16 6TT
Payroll telephone contacts	Please see below
Payroll/ Pension and Expenses email contacts	Payroll & Expenses general queries – <a href="mailto:ELFTPAYROLL@uhb.nhs.uk">ELFTPAYROLL@uhb.nhs.uk</a>  Payroll forms – <a href="mailto:ELFTData@uhb.nhs.uk">ELFTData@uhb.nhs.uk</a>  Pension queries – <a href="mailto:363pensions@uhb.nhs.uk">363pensions@uhb.nhs.uk</a>
Payroll opening hours	<b>08:30 – 17.00</b>

## 15. Counter Fraud

### Raising Counter Fraud Concerns

Fraud against, and bribery in, the NHS removes much needed money and resources from services which are there to support some of the most vulnerable people. The Trust is committed to preventing and fighting both with the full power of the law.

### Ways to report fraud:

If you have a concern about possible fraud, bribery, or corruption, please contact ELFT Counter Fraud team. All enquiries will be treated in the strictest of confidence.

#### London

Email: Zenda Butler (LCFS) [zenda.butler@nhs.net](mailto:zenda.butler@nhs.net)  
Phone: 0207 655 4289 / 07908194431

#### Luton and Bedfordshire

Email: Beth Raistrick (LCFS) [Bethan.raistrick@nhs.net](mailto:Bethan.raistrick@nhs.net)  
Phone: 07908 425280

Before submitting a referral, please take a moment to review the information to ensure you are satisfied with the content. You can also save the progress of your referral and complete/submit it later. All referrals will be treated in the strictest confidence.

## 16. Quality Improvement (QI)

At East London Foundation Trust, Quality Improvement and Quality Assurance are embedded within the trust and are best practice quality methods that are used by healthcare organisation and systems across the globe.

### At ELFT We:

- Train staff and service users in quality improvement, providing them with the right skills to improve the services they are involved in.
- Support improvement work being done across the Trust and collaborative work being done with our partners.
- Ensure our services meet standards set by those they serve through our service-user led accreditation process
- Embed a culture of listening to staff, service users, carers, and their families in order to improve and learn together. For queries about training, events and assistance with projects please contact [elft.qi@nhs.net](mailto:elft.qi@nhs.net).

## 17. People Participation

People Participation is about helping our service users and their carers to have a say in how we run the Trust. But more than that, it is also about working together so that we can offer a better service for all.

We want our service users and carers to get the very best services. We can only do this by listening and working with our service users and carers to make sure we deliver first class care.

### Who can get involved?

Service users who are currently using our services, as well as our carers who are caring for them.

If you want to find out more about People Participation or how you can get involved, please click [here](#) for the people participation lead in your locality.

## 18. Information Technology (IT)

Our IT team provide day to day IT advice, support, and guidance for staff. They manage incidents, service disruptions and service requests as well as routine system maintenance.

### IT Portal

The IT portal is available to report a problem, order new equipment, request IT services, access to systems, track outstanding queries and get help with all your technological issues.

If you are unable to access the portal, please contact the IT helpdesk on 020 7655 4004.

### NHSmail

The trust uses NHSmail, NHSmail is the national secure collaboration platform for health and social care.

## Smartcard

Smartcards are similar to chip and PIN bank cards and enable you to access clinical and personal information appropriate to your role. You also need a smartcard to access your electronic staff record (ESR) for pay and personal details or oracle learning management (OLM) to access training.

A smartcard used in conjunction with a passcode, known only to the smartcard holder, gives secure and auditable access to national and local Spine enabled health record systems.

You will receive your smartcard when you start your role. Issuing will take place once all relevant employment checks are completed.

### Smartcard best practice:

- Always look after your Smartcard
- Carry the card when you need to access the system
- Keep your card safe and secure, do not use it as your Trust ID (treat it as you would your credit card)
- Don't leave it unattended in the Smartcard reader or elsewhere
- Don't share pass codes with anyone
- Don't let anyone else use your Smartcard
- Make sure you remove your card from the reader after use and lock your PC when you are leaving your computer unattended
- Report lost, damaged or stolen Smartcards to the Smartcard team immediately
- Tell the Smartcard team if you believe your password is compromised
- If you forget your pass code, or type it incorrectly 3 times, you will need to have it reset. Contact your Local Smartcard Administrator for assistance.
- If your Smartcard has expired, please contact the IT Service desk
- Smartcard usage is monitored and audited. If you have breached the terms and conditions for smartcard use you may be subject to further action including training, revocation of your Smartcard and disciplinary action
- Contact the IT Service Desk for help with technical problems.

**Please contact the IT Service Desk Portal for any technical support.**



## 19. Datix

Datix is the Trust system for the management and reporting of incidents. All staff can report incidents through Datix.

Examples of Incidents that should be reported:

Clinical Issues	Environment Issues	Professional Issues	Services
Medication	Accidents	Records	Loss of service
Poor transfers of care	Violence and aggression	Breaches of confidentiality	Loss of data
Infection issues	Staff ill health directly related to their work	Standards	Performance issues
Medical device failure		Registration	Financial losses
Delays in treatment			
Unexpected outcomes			
Pressure sores			

*This list is not exhaustive*

If you have a query or require support in the first instance speak to your manager. Further support is also available from Datix Support by email at [elft.datixsupport@nhs.net](mailto:elft.datixsupport@nhs.net) or telephone 0207 655 4122.

## 20. Health and Safety

The trust believes that safeguarding the health and safety of its staff has a direct impact on its ability to provide high-quality health care. The Trust also recognises it has a statutory duty to ensure the health and safety of its staff, contractors, clients, volunteers, and visitors using or entering the Trust's premises.

Staff also have a duty to themselves and others, and to co-operate with the Trust and their manager by complying with all procedures, policies and recommendations on health and safety.

## Display Screen Equipment

Staff who use DSE for two hours or more daily, of which one hour is intense usage, should ensure that they complete the online training package (Display Screen Equipment Information and Training) Complete the self-assessment form: Display Screen Equipment (DSE) Self-Assessment form A copy of the completed form should be sent to your manager and the Health & Safety team can be contacted for advice and support regarding suitable equipment. Where health issues have been identified, a more formal assessment can be arranged by the Health and Safety team.

Staff working alone are potentially at risk and these risks must be minimised as far as reasonably practicable.

'Lone Working' may be described as any situation or location where one works without a colleague nearby. The lone worker policy and checklist is available on the intranet for staff and manager to complete and access a lone work device if required.

## 21. Infection Control

The Infection Prevention and Control (IPC) team is an advisory service with the overall aim of promoting a safe environment for patients, visitors, and staff where infection risks are kept to a minimum.

We firmly believe that infection prevention and control is everyone's business and strive to provide support to our staff and the public.

The team can be contacted; Monday - Friday 10am - 6pm; Tel: 0208 121 5662; Email: [elft.infectioncontrol@nhs.net](mailto:elft.infectioncontrol@nhs.net).

## 22. Safeguarding Adults and Children

The Trust is legally required to have named professionals for the protection of vulnerable children and adults to provide clinical support and to promote good practice and effective communication.

The safeguarding teams promote and safeguard the welfare of adults and children through governance arrangements to ensure good professional practice within the trust.

The teams provide expert advice, information, support, training, and supervision to all staff on matters regarding safeguarding.

### **What can you do if you are worried you or someone else is being abused?**

- Tell a member of staff (e.g. care co-ordinator, nurse, doctor) about your concern.
- Contact ELFT Safeguarding team and discuss your concerns with the Named Professionals who can provide you with expert advice and guidance:
  - Adults - [elft.safeguardingadults@nhs.net](mailto:elft.safeguardingadults@nhs.net)
  - Children - [elft.safeguardingchildrenteam@nhs.net](mailto:elft.safeguardingchildrenteam@nhs.net)
- Contact the Local Authority safeguarding team or social care to report about the abuse.

## **23. Freedom to Speak Up**

The National Guardian's Office (NGO) and the role of the Freedom to Speak Up Guardian (FTSUG) were created in response to recommendations made in Sir Robert Francis' report. Freedom to Speak Up Guardians support staff to speak up when they feel that they are unable to do so by other routes.

Usually your line manager will be your first point of call, but if you don't feel you can speak up to them or use other formal routes within ELFT, then you should refer to the Freedom to Speak Up Guardian, who will be able to offer guidance and support. To find out further information on FTSU please [click here](#).

- **Freedom to Speak Up Guardian:** Ade Dosunmu
- **Phone:** 07436027388
- **Confidential FTSU e-mail:** [elft.freedomtospeakup@nhs.net](mailto:elft.freedomtospeakup@nhs.net)

## **24. Useful Links – Signposts**

- **Communications Information about the Trust, Trust Updates and Polices:**

About your Trust and how to keep yourself updated (without having access to Trust intranet) - [Click here](#)

All the information featured can be found via the Trust Bulletin on the staff intranet (<http://elftintranet/>).

- **Smartcards and IT Support:** For Smartcards and IT support please contact: [IT Service Desk](#)  
To access the IT portal from a trust desktop please click [here](#). Please use Internet Explorer to access.
- **Electronic Staff Records (ESR):** If you have any with regards to Trust Electronic Staff Records (ESR), login details or payroll related queries, please contact the People Information team [elft.hrelectronicforms@nhs.net](mailto:elft.hrelectronicforms@nhs.net) for support.
- **Bank Staff:** For queries regarding joining ELFT bank please directly email to: [elft.join-bank@nhs.net](mailto:elft.join-bank@nhs.net)
- **Bank Pay:** For queries regarding Bank Worker pay Please email: [elft.bank-pay@nhs.net](mailto:elft.bank-pay@nhs.net)
- **Resourcing:** For queries around employment and ID cards please contact the recruitment team on [elft.recruitment@nhs.net](mailto:elft.recruitment@nhs.net)
- **Learning & Development (Training):** For support in training and navigating around learning system OLM, issues related to mapping and general statutory mandatory Please see below locality officer contact:

Tower Hamlets, Newham and Newham CHS	07887 821 189
Luton, Bedford, and Bedfordshire CHS	07789 494 047
Tower Hamlets CHS, Forensics, City & Hackney	07887 804 569
Corporate, Specialist Services and SS CHS	07584 555 247

- **Alternatively, you may also contact the L&D team via our training mailbox [elft.trainingdevelopment@nhs.net](mailto:elft.trainingdevelopment@nhs.net)**
- **Trade Unions:** East London NHS Foundation Trust have a formal recognition agreement with Trade Unions and professional organisations. To find out more information about our trade union representatives and professional organisations please [click here](#).

- **Benefits:** Being an NHS employee provides access to a wide range of benefits and discounts offers have been added to this due the pandemic to support all staff and for companies to say thank you for our incredible contributions. To ensure you have access to Trust benefits information on how to can be found on our intranet – [Click here.](#)



**Appendix B**

**Statuary and Mandatory Training and estimated time allocation (Appendix B)**

Type of Training	Frequency	Delivery Methods available	Approx. completion time	Group
<b>Required annually</b>				
Fire Safety	Annually	eLearning	1 hour	All staff
Date security (Information Governance)	Annually	eLearning	1 hour	All staff
Infection Control Level 2	Annually	eLearning	1 hour	All clinical staff (registered and non-registered)
Safe Administration of Medicines	Annually	eLearning	2 hours	All registered nurses
Basic Life Support	Annually	Face to face	3 hours	All clinical staff in Mental Health Settings
Basic Life Support (inc Anaphylaxis)	Annually	Face to face	3.5 hours	All Clinical Community Health Staff
Immediate Life Support	Annually	Face to face	7 hours	London: All inpatient nurses Band 5 and above. Luton & Beds: All nursing staff Band 4 and above.
Combined Basic and Paediatric Life Support (BLS & PLS)	Annually	Face to face	7 hours	All clinical staff working with children and adults (eg,) Child Health Drs, Children OT, Community, CAMHS etc.)

Management of Actual or Potential Aggression (Acute, Forensic & CAMHS)	Annually	Blended – eLearning and face to face	7 hours	All Adult, Forensic & CAMHS nursing staff in inpatient settings
Management of Actual or Potential Aggression (Older Adults)	Annually	Face to face	7 hours	All nursing staff working in inpatient care of older people settings.
<b>Required 2 yearly</b>				
Care Handling	2 Yearly	Face to face	3.5 hours	All Community Health Service Registered Nurses and healthcare assistants/support workers.
Therapeutic Handling	2 Yearly	Face to face	7 hours	All OTs, OTAs, Physiotherapists, Rehabilitation staff & Older People Service Staff.
Children Therapeutic Handling	2 Yearly	Face to face	7 hours	All Community Nursing staff, registered & non-registered, OTs, Physiotherapists, and Rehabilitation staff working in Children Services
<b>Required 3 yearly</b>				
Conflict Resolution	3 yearly	eLearning	1 hour	Admin & professional staff
Health and Safety	3 yearly	eLearning	1 hour	All staff
Equality and Diversity	3 yearly	eLearning	1 hour	All staff
Infection Control Level 1	3 yearly	eLearning	1 hour	All Non - Clinical staff, and some AHP staff
Mental Capacity Act	3 yearly		1 hour	Registered Clinicians, inc AHPs, Inpatient CAMH & other

				staff required to have a good understanding of capacity.
Mental Health Act	3 yearly	eLearning	1.5 hour	Registered Nurses, inc Inpatient CAMHs,
Moving and Handling level 1	3 yearly	eLearning	1 hour	Staff who perform any type of lifting, carrying, pulling or pushing within their role
Safeguarding Children Level 1	3 yearly	eLearning	1 hour	Staff with no direct contact with children and or their families or carers
Safeguarding Children Level 2	3 yearly	eLearning	2 hours	All non-clinical and clinical staff who have any contact with children, young people and/or parents/carers
Safeguarding Children Level 3	3 yearly	Blended – eLearning and virtual	5 hours	All clinical staff working with children, young people / their parents/ carers where safeguarding/child protection concerns exist.
Safeguarding Adult Level 2 & Preventing Radicalisation L1-2	3 yearly	eLearning	1 hour	All Staff
Safeguarding Adult Level 3	3 yearly	Virtual	3 hours	Staff will be identified by Subject Matter Expert
Workshop to Raise Awareness of Prevent (WRAP)	3 yearly	eLearning	1 hours	Staff will be identified by Subject Matter Expert
Safer Prescribing	3 yearly	eLearning	2 hours	For Prescribers and Non-Medical Prescribers
<b>Total estimated hours. Clinical staff = 37hrs Non-clinical staff =10hrs</b>				