
Induction Programmes (England) Policy

Policy Statement

This policy set outs the values, principles and procedures underpinning this care service's approach to staff induction programmes.

Principles

This service understands induction to refer to the initial learning needed by new members of staff to orientate them to the job and the workplace, to get them up and running in their role and to ensure that they are working safely and competently as soon as possible.

The service considers that a planned programme for the induction, learning and development of new staff is essential to ensure good practice and the provision of a high-quality service. Without induction, new staff will be unclear as to the service's objectives and values and the precise natures of their jobs.

All newly appointed staff to the service in all positions will receive an induction programme tailored to their roles, responsibilities and job descriptions. Where applicable, they include:

- managers and people appointed to specialist roles
- care staff at all levels
- administrative and support staff
- catering and kitchen staff
- domestic, cleaning and maintenance staff.

The respective line manager will be responsible for organising the induction programmes for new staff who will be working under them.

Common Induction Requirements

People's induction programmes will follow a common process with specific contents in line with their job specifications and descriptions.

Each new person's induction will include an introduction, which is proportionate to their role requirements, to the following.

- i. The care service's aims and objectives as reflected in its statement of purpose/mission statement.

- ii. The regulations under which the care service operates with emphasis on the importance of all employees contributing to the safe, effective, responsive and compassionate person-centred care that the service is expected to provide in line with its registration requirements.
- iii. The policies and procedures that describe the care provider's responsibilities for all employees' and people receiving care's health and safety including, for example, hand washing for the purposes of infection control, and where applicable food hygiene and fire safety (health and safety regulations will apply differently in line with the nature of the care service).
- iv. The structure of the service and the lines of accountability within it, including an understanding of the person to whom any individual should report matters concerning their work, how they will be supervised and their training needs assessed and addressed.
- v. The care provider's expectations regarding the employees' behaviour in the conduct of their work, including how to treat people receiving care with respect and sensitivity to maintain their dignity.
- vi. Policies on any applicable dress code, use of mobile phones, computer use, internet access and use of social media and to its staff facilities, etc.
- vii. The service's policies on equality and diversity, safeguarding, whistleblowing and its complaints procedure.
- viii. Confirmation that the person has the knowledge and skills to carry out the work for which they have been appointed.

A combination of methods adapted to meet specific induction needs will be used to ensure every new employee will know and apply these requirements.

Induction into Specific Roles and Responsibilities

(a) Induction of People with Leadership and Management Responsibilities

(i) Managers' Induction

New managers will have an induction programme based on the Skills for Care Management Induction Standards according to an assessment of their previous experience and qualifications. On starting their jobs, all managers and others in leadership roles are expected to benchmark through discussion and agreement with the registered manager and/or care provider of their practice against these standards taking into account previous experience.

The standards are as follows.

- Leadership and management.

- Governance and regulatory processes.
- Communication.
- Relationships and partnership working.
- Person-centred practice for positive outcomes.
- Professional development, supervision and performance management.
- Resources.
- Safeguarding, protection and risk.
- Manage self.
- Decision making.
- Entrepreneurial skills and innovation.

All new managers will receive support to enable them to achieve the agreed standards identified as needed for their induction programme with suitable learning methods and resources provided.

(ii) Induction of Professional and Specialist Staff

Staff appointed to specialist and non-management senior roles will have an induction programme that supports them in engaging with their responsibilities within the organisational structure.

This will be organised by the person that reports on the staff member's work and progress in their role within the organisational structure.

Staff with membership of a regulated profession such as nursing or social work will be supported to meet their registration requirements from the start of their appointment with arrangements made for them to receive suitable professional supervision and support.

(b) Care staff carrying out regulated activity

The service adheres fully to national care standards that require care providers to make sure that people's individual and joint needs are met by appropriately trained staff. It considers induction training as an important part of the service's staff development and training strategy.

The service's induction programme is developed in line with the Care Quality Commission (CQC) regulations and Skills for Care, the organisation for workforce development in the care sector, as guidance. The service keeps full records of all training and makes these available for inspection.

Induction training covers all of the service's key policies and procedures that relate to people's care, welfare, protection and safety and all those that relate to staff health and safety.

All newly appointed care staff receive an initial induction that covers the common induction requirements described above together with tailored programmes that can be benchmarked against the Care Certificate Standards framework.

On completion, all new staff should be assessed as competent against the 15 Care Certificate standards, which the service uses to benchmark its induction programmes.

All induction programmes should be completed within a 12 working weeks' timescale using a combination of suitable, valid learning methods and resources.

(i) Care staff with previous experience

Care staff with previous experience of care work, training and qualifications will achieve this benchmark through accredited prior learning from, for example, their having completed the former Common Induction Standards and further and refresher training in previous employment together with any new learning required to achieve the Care Certificate standards, which will include the relevant knowledge and the assessment of practice components.

(ii) Care staff new to care work

Care staff new to care work, including people employed as apprentices and trainees, will receive a structured programme to achieve the Care Certificate.

All staff who are new to care work receive a further structured training programme within, whenever practical, 12 working weeks of their starting in order to achieve the Care Certificate. Achievement will allow them to work unsupervised as full members of the staff team.

On appointment, staff will be issued a copy of the induction standards to be achieved and a workbook in which they can record progress together with schedules for completion, including the practice assessment components.

Progress towards completion will be discussed weekly or no more than fortnightly with a designated supervisor, who will be a senior or experienced staff member. On completion the training record will be signed off by the registered manager and the person will be awarded their Care Certificate by the care provider.

The 15 Care Certificate standards to be achieved are as follows.

1. Understand your role.
2. Your personal development.
3. Duty of care.
4. Equality and diversity.

5. Work in a person-centred way.
6. Communication.
7. Privacy and dignity.
8. Fluids and nutrition.
9. Awareness of mental health, dementia and learning disabilities.
10. Safeguarding adults.
11. Safeguarding children.
12. Basic life support.
13. Health and safety.
14. Handling information.
15. Infection prevention and control.

(iii) Care staff recruited from other countries

The care service is mindful of its duty of care to new staff recruited from other countries under the Government's sponsorship scheme. It recognises the importance of making people welcome and helping them to adapt to a new country, customs and ways of living in addition to introducing them to their new work roles. It has specific procedures to make each newcomer welcome, well supported and to ensure that they can give their best in their new work setting.

(c) Staff carrying out non-regulated activity

The care provider recognises that many of its staff who are not employed to carry out regulated activity will engage in different ways with people receiving care and might, in addition to meeting the induction requirements for all staff (as described above), benefit from the learning provided by the Care Certificate Standards framework.

It will therefore encourage and support non-care staff to achieve the Care Certificate standards as part of their learning and development. This will be particularly useful for anyone who might be suitable and interested in moving into a care role in future. It is recognised that non-care staff cannot be awarded a full Care Certificate.

“Safe to Leave” Policy

A key outcome of induction which is reinforced by the Care Certificate requirements, is that the new worker is “safe to leave”, ie is able to work without immediate supervision as a full member of the staff team.

The manager is responsible for determining when a new worker is “safe to leave”. Accordingly, the manager might need to make a risk assessment of an individual’s capabilities in relation to the specific tasks they are required to carry out in their job role.

The service recognises that staff need close supervision and support throughout the induction period. Before any new staff member is allowed to work on their own or with relatively inexperienced colleagues, the service carries out a full assessment of their competence to do so, which includes an assessment of any risks arising as a result of their working unsupervised.

It is possible under the Care Certificate for staff to be signed off for specific standards, which will then allow the person to work unsupervised on the corresponding tasks rather than have to wait to complete the whole certificate to be deemed “safe to leave”.

Trainees and apprentices are provided with continuous support and supervision in line with the terms agreed for their traineeships or apprenticeships.

All new staff, whether or not employed in care roles, new managers and any volunteers receive an appropriate induction training in line with their roles, responsibilities and contributions.

Responsibilities for Induction

The following people will be responsible for the induction of their staff for organising the corresponding induction programmes and for organising and co-ordinating training.

Name	Responsibilities
------	------------------

Signed:	_____
---------	-------

Date:	_____
-------	-------

Policy review date:	_____
---------------------	-------