

# Staff Training and Development Policy

## Policy Statement

The service considers that its employees represent its greatest asset. By providing opportunities, facilities and financial support for training the service aims to ensure that all of its employees are in possession of the knowledge, skills and experience necessary to perform their jobs to the highest standard.

To this end, the service is committed to functioning as a learning organisation, providing all of its employees with the opportunity for training and retraining in accordance with their own needs and those of the service.

The service works to the following principles, which are in line with its registration conditions and the current regulations concerning staff training.

- Training is the process of developing staff to an agreed standard of competency so that they have the knowledge and skills to carry out their role and tasks.
- A planned programme for the training and development of staff is essential to ensure good practice and the provision of a quality service for service users.
- Without a skilled, committed and well-trained staff team, the service cannot possibly succeed in its aim to provide high-quality care.
- A service's staff group is the most significant of its investments in achieving its purpose. Once the service has recruited competent, experienced and qualified staff it is also essential to keep their skills up to date.
- Training should not only motivate staff, but also encourage their co-operation, imagination and personal development. Without being stimulated by new learning, staff can become bored, take shortcuts, lapse into bad habits or feel undervalued and under-used.

All staff receive appropriate training to equip them to meet the assessed needs of the service users in this care service, as defined in their individual plan of care. All training is regularly updated and staff receive refresher training so that their working practices are kept up to date.

Staff are enabled to take part in all the training that is essential to perform their roles effectively and competently. This includes full-time, part-time and temporary staff and staff recruited from overseas. The training is delivered in different ways in line with individuals' training assessments, which indicate their preferred and most effective ways of learning.

Training is provided to comply with statutory requirements in respect of:

- safe working practices to ensure that the health, safety and welfare of service users and staff are promoted and protected; this includes moving and handling, fire safety, first aid, food hygiene and infection control
- enabling staff to achieve relevant qualifications in health and social care
- all aspects of abuse and safeguarding of vulnerable service users in line with local safeguarding adults' boards policies and procedures

- risk assessments and management of risk.

All training needs and programmes are reviewed at least annually. Refresher and updating training are provided in line with the outcomes of the reviews, and as required by the statutory bodies or training providers involved.

All trainees employed by the service (including all staff under 18) are registered as a matter of course on a nationally accredited training programme.

## Key Features

In this service, the following applies.

1. All new members of staff, who are also new to care work, receive induction training that should result in their being awarded a Care Certificate that will allow them to work without being directly supervised. This training is completed within 12 weeks of their starting work.
2. New staff members with previous experience of care work will have an induction programme to make them familiar with the care service's purpose, policies and procedures and general ethos.
3. All staff have an annual appraisal in which the outcomes from any training the staff member has had and their future needs are discussed.
4. All staff have a training record of the training they undertake.
5. All staff are encouraged to apply to undertake a recognised qualification in health and social care that is relevant to their work and at the appropriate level.

## Training Personnel

Michael Hill is responsible for the organisation of induction programmes for new staff.

Shelly Drury is responsible for the planning and organisation of in-house training.

Shelly Drury is responsible for assessing workplace competencies and training linked to qualifications in health and social care.

## Training Needs Assessments

Staff can expect their individual training needs to be discussed in their supervision sessions and annual appraisal.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Policy review date: \_\_\_\_\_