



Training, Development and Supervision Policy

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Staff Qualifications

Care home name: The Wellbeing Residential Group

Policy Statement

The Wellbeing Residential Group believes in providing the highest quality service possible for all of its residents and in creating a relaxed, welcoming and comfortable atmosphere in the home where individual service users are treated with respect, dignity and compassion by a well-trained, highly-motivated and professionally-led staff group aware of its legal, ethical and moral duties. The Wellbeing Residential Group adheres fully to the Essential Standards of Quality and Safety which consist of 28 regulations and its associated outcomes. They are set out by the Health and Social Care Act 2008

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning the Wellbeing Residential Group approach to the staffing of the home.

Staff Qualifications Policy

It is the policy of the Wellbeing Residential Group that the following put in place.

1. Staff providing personal care to service users are always at least 17 years of age.
2. Any person employed by the Wellbeing Residential Group who is under 17 years of age only carry out tasks suited to their experience and are closely supervised.
3. Only staff with recognised experience and qualifications are left in charge of the home at any one time.
4. The Wellbeing Residential Group employs a certain number of trainees as part of its strategy to have a skilled but diverse staff group where possible. All trainees are registered on the nationally recognised modern apprenticeship scheme for health and social care.

The Wellbeing Residential Group believes in the following standards.

1. The management ensures that adequate, suitably-trained and qualified staff are on duty in the home at all times.
2. All professional staff in the home are suitably qualified and fully adhere to the standards of their professional registration.
3. Management and staff take every reasonable opportunity to maintain and improve their professional knowledge, qualifications and competence.
4. The management take all reasonable steps to ensure that staff employed by the Wellbeing Residential Group have no previous history of work inconsistent with a caring profession.
5. The management ensures that anyone on Government-sponsored training schemes are not used as substitute labour for tasks otherwise performed by regular staff.

Training and Development

Care home name: The Wellbeing Residential Group

Policy Statement

The Wellbeing Residential Group believes that its employees represent its greatest asset. By providing opportunities, facilities and financial support for training, the Wellbeing Residential Group 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 Wellbeing Residential Group is committed to functioning as a learning organisation and to providing all of its employees with the opportunity for training and re-training in accordance with their own needs and those of the organisation.

Procedures

Within the Wellbeing Residential Group the following apply.

1. A staff notice board is situated where all relevant training information, forthcoming courses and training opportunities are posted.
2. All new members of staff receive induction training using the 2005 Common Induction Standards published by Skills for Care, which is completed within 12 weeks of appointment to their posts.
3. All new members of staff receive further training in accordance with the Wellbeing Residential Group training plan and personal development plans.
4. All training sessions are agreed with the Wellbeing Residential Group manager before being arranged. The Wellbeing Residential Group will pay a contribution towards the training fee if the Wellbeing Residential Group manager agrees that the training concerned fits in with the Wellbeing Residential Group work or will benefit that member of staff's performance. The exact amount of contribution is negotiated upon application.
5. There is a programme of in-house training events and discussions held regularly which staff attend as agreed on their Personal Development Plan. Details of dates and topics are posted on the notice board.
6. All staff have an annual appraisal to review their training achievements and to identify future needs.
7. To enable the Wellbeing Residential Group maintain minimum care standards requirements, all recently appointed unqualified staff are required to apply for a QCF as a continuation of their induction programme unless they have good reasons for opting out or delaying this.

Application Process

Employees who wish to attend a certain course or training event and wish to apply for paid time off or a contribution to the training fee should address queries about the suitability or availability of training, and their eligibility to attend a specific course in particular, to their manager. They should then fill in a training request form and submit this to the home owner.

Staff Supervisions

Employers' Factsheet: Staff Supervision and Appraisal

The manager of the Wellbeing Residential Group should:

- use supervision to monitor, review and appraise the work of their staff
- inform employees about the requirement for them to engage in formal supervision
- develop supervision programmes to achieve national minimum care standards
- ensure that supervision achieves managerial, educational and supportive aims
- delegate supervisory responsibilities to other management team members
- use different supervision models according to the requirements of their home
- establish common procedures for all the supervision carried out in their home
- ensure that supervision sessions are fully recorded and they make the records available to the home's inspector
- ensure supervision records take into account confidentiality of information and access to records policies and procedures
- recognise that planning and organising an effective supervision programme is a major undertaking requiring expenditure of time and resources
- consider how to obtain, collate and evaluate feedback from staff about how well they are being supported and supervised
- provide training in supervision for all staff with supervisory roles
- ensure that employees have an annual appraisal of their performance and development needs.

Employees' Factsheet: Staff Supervision and Appraisal

Employees should:

- exercise their right to receive adequate supervision from a designated supervisor
- be aware of the benefits to their work and professional development that good supervision can bring
- be prepared to discuss in supervision any difficulties they might be experiencing in their work
- use annual appraisal to review and improve their performance and progress their career plans.

Induction Training

Care home name: The Wellbeing Residential Group

Aim of the policy

This policy is intended to set out the values, principles and policies underpinning the Wellbeing Residential Group approach to staff induction training.

Induction training refers to the initial training given to 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 Wellbeing Residential Group believes that a planned programme for the induction, training and development of new staff is essential to ensure good practice and the provision of a high quality service. Without induction training, the Wellbeing Residential Group believes that new staff will be unclear as to the Wellbeing Residential Group objectives and values and the precise natures of their jobs.

The Wellbeing Residential Group is committed to achieving the national minimum care standards on training, which requires the registered manager of a home to ensure that service users' individual and joint needs are met by appropriately trained staff. Induction training is an important part of the Wellbeing Residential Group staff development and training strategy.

The Wellbeing Residential Group induction programme is developed in accordance with the Common Induction Standards that have been developed by Skills for Care (England).

Scope of Policy

All new staff members including full time, part time and agency staff are included in the scope of this policy.

The policy applies to inexperienced and experienced new staff members at any level.

New ancillary and support staff also receive an induction programme tailored to their individual roles and responsibilities.

All volunteers who help in the home receive an induction programme suitable to their specific roles and tasks in the home.

The Induction Programme

All new care staff members receive a structured induction training programme within 12 weeks of their starting, which is based on the Common Induction Standards set by Skills for Care, ie:

- Understand the principles of care
- Understand the organisation and the role of the worker
- Maintain safety at work
- Communicate effectively
- Recognise and respond to abuse and neglect
- Develop as a worker.

Experienced staff members who have already completed an induction programme elsewhere have their prior knowledge taken into account in the planning of their programme.

Induction programmes cover all of the Wellbeing Residential Group key policies and procedures that relate to service users' care, welfare, protection and safety and all those that relate to staff health and safety as required by the national standards and regulations.

These include:

- communicable diseases and infection control
- confidentiality and disclosure of information
- control of exposure to hazardous waste (based on COSHH regulations)
- fire safety
- hygiene and food safety (Food Safety Act 1990 and Regulations 2006)
- record keeping and access to files
- health and safety
- moving and handling service users
- dealing with accidents and emergencies
- responding to abuse.

On appointment the Wellbeing Residential Group issues new staff members without previous experience with a copy of the Common Induction Standards and a workbook in which they can record progress. The Wellbeing Residential Group provides staff with previous experiences of care work with a programme tailored to their needs. This includes certain Common Induction Standards that are a requirement for every new appointment. All inductees discuss their progress in completing their induction programme weekly or no more than fortnightly with their designated supervisor, who is a senior or experienced staff member. On completion the induction training record is signed off by the supervisor and the registered manager and the trainee is awarded a certificate of completion.

The Wellbeing Residential Group reviews its induction policies and programmes as part of its annual review. It obtains feedback from all those who have undertaken induction in the previous year to see if the Wellbeing Residential Group induction training can be improved.

Date of policy: _____

Date for policy review: _____

Staff member responsible for policy _____