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## TRAINING AND INDUCTION POLICY

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### 1. Policy Statement

- 1.1 MOONSTONE CARE UK believes that its employees represent its greatest asset. By providing opportunities, facilities and financial support for training the agency 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 agency is committed to functioning as a learning organisation, and to providing all of its employees with the opportunity for training and retraining in accordance with their own needs and those of the organisation.
- 1.2 MOONSTONE CARE UK AGENCY fully adheres to Outcome 14, Supporting Workers, of the CQC's Essential Standards, which requires the agency manager to ensure that service users benefit from being cared for by suitably trained staff.

### 2. Training Management

- 2.1 A training notice board is located at the office site of the MOONSTONE CARE UK, where all relevant training information, forthcoming courses and training opportunities will be posted.
- 2.2 All new members of staff should receive induction training to Skills For Care Common Induction standards within twelve weeks of appointment to their posts.
- 2.3 All care staff will receive five paid days of training per year. The five days can be taken on outside courses or on in-house training sessions. All such sessions must be agreed with the manager before arranging. The agency will pay a contribution towards the training fee if the manager agrees that the training concerned fits in with the agency's work or will benefit that member of staff's performance. The exact amount of contribution will be negotiated upon application.
- 2.4 All staff will have an annual personal training file which they will keep. In the file they should include details of all training sessions that they attend. The file will also contain a personal development plan filled in at the same time as the appraisal. The personal development plan should contain details of any training opportunities that the member of staff seeks to pursue during the year.
- 2.5 All staff will have an annual appraisal.
- 2.6 All care staff must undertake ongoing training and development following their induction to attain QCF units.
- 2.7 MOONSTONE CARE UK managers are also expected to undertake continuing training that is relevant to their roles and tasks and to update their knowledge and skills. Managers are expected to undertake staff supervision and to help staff develop their personal development plans for which they will also receive training in these responsibilities.

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**Training Policy**

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**3. Orientation/ Induction Training**

3.1 Before working alone with service users for the first time, every new member of staff will receive a three day orientation which will include shadowing a colleague working with a service user.

The contents of the orientation will include topics on:

- The nature of personal care and the basic skills required
- Core values
- Code of personal conduct
- Terms and Conditions of employment including disciplinary and grievance procedures
- The requirements of legislation
- Policies and working practices of the organisation
- Health and safety training including the introduction to manual handling, infection control, food hygiene, emergency first aid, abuse and fire procedures
- General health of service users and the role of care staff in monitoring their health on an on-going basis
- Communication skills
- Prevention of any form of abuse or exploitation of the person receiving care or support and “whistle-blowing”
- Anti-discriminatory practice including cultural awareness
- Standards to which you should work
- Confidentiality
- Gifts and bequests
- Principal activities, which must not be undertaken
- Contextual knowledge about the organisation
- Quality assurance and monitoring

3.2 After completion of the orientation, care workers will then, depending on their qualifications / experience, will receive induction training within a twelve week time scale to achieve the Skills for Care (‘Refreshed’) Common Induction Standards programme of training, which is undertaken by a combination of:

- Completion of workbooks
- Classroom tutor sessions
- In-field observation

The 12 week induction programme includes:

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

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THIS POLICY WAS REVIEWED AND UPDATED ON: [01/05/2017](#)

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8. Fluids and Nutrition
9. Awareness of Mental Health, Dementia and Learning Disability
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

In January 2011 NVQs were replaced with new Diplomas, QCF and smaller Awards and Certificates for continued professional development. The new qualifications replace the previous NVQs and offer a new way of recognising skills and qualifications. They do this by awarding credit for qualifications and units (small steps of learning). They enable people to gain qualifications at their own pace along flexible routes.

Workers who have already undertaken relevant NVQ's have got legitimate qualifications that demonstrate competency. These qualifications will continue to be recognised now that the new qualifications are in place, but they are not available for new registrations.

The new qualifications provide a flexible, 'mix and match' approach to meeting the different development needs of the workforce.

Every unit and qualification has both a credit value and a level:

- One credit represents 10 hours of average learning time and so the credit value shows approximately how much time it takes to complete. This will be different for each learner.
- The level shows how difficult the unit or qualification is (this can be anywhere between entry level and level 8) our sector now has vocational qualifications/units from level 1 through to level 7.

There are now three sizes of qualification:

- Award (1-12 credits)
- Certificate (13-36 credits)
- Diploma (above 36 credits) - not linked to the 14-19 Diploma.

Staff will be expected to work towards a certificate.

The type of qualification (award, certificate or diploma) therefore shows its size and not how difficult it is, For example: there could be Awards available at level 1 or level 8.

### **3.3 Safe to Leave Policy**

MOONSTONE CARE UK operates a "Safe to Leave" policy based on CQC guidance. It 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 agency carries out a full assessment of their competence to

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THIS POLICY WAS REVIEWED AND UPDATED ON: [01/05/2017](#)

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do so, which includes an assessment of any risks arising as a result of their working unsupervised

#### **4. Training Needs Assessment**

- 4.1 The agency will carry out a training needs assessment on an annual basis. This will take the form of questionnaires sent to every member of staff. The results of the questionnaire will be collated by the Registered Manager.
- 4.2 Results from the assessment will be combined with the agency's business plan and with individual staff personal development plans and a training programme identified.
- 4.3 Supervisors/managers undertake regular monitoring of care workers to identify any further training requirements. On-going specialist training and/or awareness is then provided for care workers in line with the particular needs of the service users they care for.

#### **5. Health and Safety Training:**

Health and Safety training covers the following;

- Clear statement and parameters of responsibility of care staff and employer
- Guidance on appropriate clothing & footwear
- Procedure for reporting and recording accidents to service users and care staff
- Dealing with violent incidents (or potential incidents) and challenging behaviour
- Personal safety and violence prevention towards staff
- Dealing with sexual and/or racial harassment
- Control of substances hazardous to health
- Moving and handling
- First aid (as appropriate to the agency's service users)
- Basic hygiene and infection control including dealing with bodily fluids and incontinence management
- Food preparation, storage and hygiene
- Policy and parameters of responsibility in relation to administering of medication
- Notification of transmittable diseases and implications for confidentiality, protection etc
- Wearing and use of protective clothing
- Risk assessment including common hazards in the home
- Maintaining privacy & respect when using equipment, e.g. hoists
- Health and safety implications for people with special needs
- Dealing with pets , pests and infestation
- Reporting of concerns or faulty equipment
- The rights of users to take risks
- Action to take in an emergency situation (as appropriate to the agency's service

users)

## **6. Office Training:**

Co-coordinator's training comprises the standard orientation training in addition to the following;

- Understanding the principles of good care co-coordinating
- Policies and procedures
- Health and Safety
- Legal implications
- Recruitment, Selection and Interviewing skills

Other training may be deemed necessary depending upon the specific job description and role requirements.

## **7 Management Training:**

For manager/supervisors the standard orientation programme must be supplemented with training in;

- Recruitment and selection
- Supervision and performance appraisal
- Health and Safety for managers
- Risk and manual handling assessments
- Monitoring practice and quality assurance
- MOONSTONE CARE UK Agency policies and procedures
- The quality control process
- Legal implications [Duty of Care]
- Reporting and administration
- Identifying care worker training needs