


TRAINING, DEVELOPMENT AND QUALIFICATIONS

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Policy Statement

In an organisation such as ours it is important to recognise and value our workforce. In order for us to maintain the required standard of care delivery a planned and systematic approach to workforce training and development needs to be in place.

Training: the process of learning a skill

Development: The process by which someone or something grows or changes and becomes more advanced.

Both processes are inherent to the care sector and both contribute to the ability of our organisation to continually improve for the benefit of our staff and in meeting all regulatory requirements.

The Policy

Training and development of staff is a priority in achieving a benchmark rating of good from the new inspection regime. The New Fundamental Standard Regulation 18, whilst avoiding prescriptive models of training or development nonetheless makes clear the following:



All persons employed by the service provider in the provision of a regulated activity must receive such appropriate support training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform, and



Be enabled, where appropriate to obtain further qualifications, appropriate to the work they perform.

Training

In April 2015, the Care Certificate replaced the current Common Induction Standards, for new starters to care. “The Care Certificate is the start of the career journey for these staff groups and is only one element of the training and education that will make them ready to practice within their specific sector. Although the Care Certificate is designed for new staff that are new to care and offers this group of staff their first step on their career ladder, it is also offers opportunities for existing staff to refresh or improve their knowledge“.

<http://www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate.aspx>

The Care Certificate Standards

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. Dementia and Cognitive Issues
10. Safeguarding Adults
11. Safeguarding
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

The following is now in place:

a) **MANDATORY TRAINING:** is all training that is considered the very basic to enable staff to carry out their duties appropriately and knowledgeably. Mandatory training is provided by in-house training, e-learning and some with courses provided by the local authorities (LA).

- 👤 An induction to the organisation for all new staff.
- 👤 Staff new to care will be taken through the Care Certificate and following Skills for Care guidance. All new to care staff will commence their Care Certificate once recruitment is complete, wherever possible staff will complete in 12 weeks.
- 👤 In certain circumstances this will not be possible due to such things as, e.g. part time workers, the academic abilities of the new member of staff requiring extended support to understand and become competent, the opportunities for observation of every standard due to the type of work initially carried out by the staff member or sickness.
- 👤 A plan will be set for these new to care staff identifying target dates for completion after the 12 weeks.
- 👤 This organisation has identified standards that must be completed within the 12 weeks along with the practical training of
 - ✔ The Care Certificate
 - ✔ Moving and Handling / Positioning
 - ✔ Safeguarding
 - ✔ MCA (Mental Capacity Act) 2005
 - ✔ H & S
- 👤 This will include the observation requirements to meet the Care Certificate, incorporated into our current spot checking and monitoring arrangements, to measure competencies.
- 👤 The Care Certificate by Skills for Care will be completed and competency test completed
- 👤 For staff new to the organisation but with previous care qualifications and experience the manager will take the decision regarding the need to complete certain standards to reflect the current provision they are working in. Observations of competency will be incorporated into their ongoing training
- 👤 Mandatory training requirements will be reviewed to reflect any changes within the Care Certificate.

On completion of the above, some of which is already underway, a training plan for will be implemented.

b) **ADDITIONAL TRAINING:** is the training that will make staff have a greater understanding of their duties, which is provided by in-house training and some by LA.

c) **SPECIALISED TRAINING:** is the training provided mainly for the RGN staff such as Venepuncture, Syringe driver, etc., booked by the manager with various organisations such as Brighton University, St. Wilfred's hospice, etc.

❌ *NOTE: staff must attend all training as scheduled as any late cancellations penalties will be paid by staff*

Code of Conduct. (Skills for Care)

The Code of Conduct is made available for all staff. It is seen as an essential tool in the induction and informing of staff into our organisation and will be used as required at supervision, appraisal and disciplinary

Development

All staff development will be linked to the Business plan to assist with the growth of the business. As part of their appraisal, staff will have a development discussion which will be used to identify particular training, coaching, or mentoring, pertinent to the needs of the business. Individual development needs will be discussed and agreed on a one to one basis. Where the relevance to the business is not the first priority, consideration of such personal development needs will be determined by the organisation, with the individual, recorded in their appraisal, with a detailed

explanation of the decision.

Please Note: As an organisation, any “Champion” or “Ambassador” roles e.g. Dignity or Dementia champion, must be clear about their role and function and how their learning and increased competency is cascaded through the organisation for the benefit of our residents and the development of all staff. It is important from an Inspection perspective that such roles are well embedded and make a contribution to the overall quality of care being delivered.

Qualifications

These have changed significantly over the last few years and we are aware of the need for qualified workers within the care sector. It is important to keep up to date with any Regulatory requirements in addition to a robust Training Plan which fully reflects the needs of our service delivery. Please refer to the Training Plan for further classification.

Records

All records required and arising from this policy will be complete and accessible by our Regulatory bodies, as required. A Training Matrix is available, up to date and complete, which will ensure that all training is in date, relevant and meets all Regulatory requirements.

As part of Recruitment and Selection, all qualifications will be checked originals viewed and copies taken. Where relevant, qualifications will be authenticated by the relevant Regulator e.g. Nursing and Midwifery Council (NHS) Health and Care Professions Council (HCPC).

Nursing staff

All nursing staff will not only be required to produce evidence of updating their pin each year but will also complete their own training development programme including regular clinical and medication administration updates. They must have available their Nurse and Midwifery Council (NMC) required CPD evidence at supervision and appraisal meetings and at other times when it may be requested.

A revised Code of Practice was issued by the NMC in March 2015 which details what the updates mean for revalidation of nurses’ qualifications. As an organisation we will support our nursing staff on the implementation of the requirements of this Code. www.nmc.org.uk/code

NICE Guidelines

Older people with social care needs and multiple long-term conditions [NG 22] Published November 2015: *This guideline covers planning and delivery of social care and support for older people who have multiple long-term conditions. It promotes an integrated and person-centred approach to delivering effective health and social care services. As an organisation we are working towards ensuring these guidelines are implemented, proportionate to our service, using the tools and resources available from NICE.*

Related policies

*Appraisal
Code of Conduct for Workers
Meeting Needs
Recruitment and Selection
Supervision*