

**TRAINING & DEVELOPMENT
POLICY**

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Purpose

The purpose of training is to equip staff with the necessary skills, knowledge and attitudes to meet the organisation's needs in relation to its objectives. By investing in people through their training we ensure we harness their full potential and focus their energies on the needs of the organisation while fulfilling their need for personal development and job satisfaction.

JRH Support recognises that such development is a continuing process for every employee at every level of the organisation. Training is seen as a necessary investment in order to provide the excellent services that we provide.

We will ensure all staff are trained to at least the minimum standard required by legislation, and provide opportunities for them to improve their performance by having access to effective training and development, which in turn will lead to a highly motivated team who give effective quality support.

Responsibility

All employees are expected to undertake staff development and training, which is viewed as a continuous process throughout employment.

Staff are required to assume a high level of responsibility for their own development and training, which includes both participation in planned activities and making use of opportunities to learn when they are presented.

Staff development and training is an obligation for line managers who are responsible for identifying individual training and development needs and supporting and encouraging staff.

Identifying training needs

The organisations training and development needs are identified through its formal system of staff appraisal and supervision.

Recording

All completed staff training is recorded on the Company software.

Types of training

Induction Training

All new members of staff complete an induction process where their competence is assessed. New staff also complete the Care Certificate (unless this has previously been completed). The Care Certificate covers a wide selection of subject areas which are broken down into 15 Standards:

- Standard 1: Understand your role
- Standard 2: Your personal development
- Standard 3: Duty of care
- Standard 4: Equality and diversity
- Standard 5: Work in a person centred way
- Standard 6: Communication
- Standard 7: Privacy and dignity

Standard 8: Fluids and nutrition
Standard 9: Awareness of mental health, dementia and learning disability
Standard 10: Safeguarding adults
Standard 11: Safeguarding children
Standard 12: Basic life support
Standard 13: Health and safety
Standard 14: Handling information
Standard 15: Infection prevention and control

Diploma in Health and Social Care

All staff are encouraged to enrol on a Diploma in Health & Social Care at level 2 or 3 or an equivalent qualification. To do so staff should speak with their line manager who can refer them for the training.

Job Specific Training

All staff are actively encouraged to seek out appropriate training courses that they might find useful and that might benefit and improve their working practice.

The leadership team will also regularly seek out a diverse range of available training opportunities and ensure that staff are informed of these as they arise. A list of available online courses can be found on the staff section of the Company website under 'Training & Development Information'.

Training Agreement

For non-mandatory training that incurs a significant cost to the Company, a training agreement signed by the person wishing to enrol on the course may be required.

Yearly and 3 Yearly Training

As directed by Skills for Care, all support staff currently complete the following training:

Annual training

- Moving & Handling
- Fire Safety
- Medication Management
- Safeguarding Adults

3 yearly training

- First Aid
- Communication & Record Keeping
- Dignity, Privacy & Respect
- Equality, Diversity & Human Rights
- Food Safety
- Health & Safety
- Infection Prevention & Control
- Mental Capacity Act & DoLS
- Diet & Nutrition
- Person-Centred Care
- End of Life & Palliative Care

This training may change from time to time, dependent on the needs of the Company or new regulations or legislation being introduced.

Training Completion Process

Staff will receive an email prompt when it is time for them to complete their yearly or 3 yearly training. The email will inform them of the course/s they have been enrolled on and will ask them to login to their Flexabee account and complete the training within 28 days.

If there is no evidence of the staff member starting the training they have been enrolled on, they will be sent a second email to prompt them to complete it.

If after the 28 days period the staff member has not completed the training, the training admin officer will assign an event to the staff member's line manager on the Company software. The line manager will consult with their own line manager to discuss what action should be taken. Action may consist of a coaching and development meeting, disciplinary hearing or suspension from service user support until the training has been completed.

Annual Appraisal and Competence Assessment

All support staff will undergo an appraisal and competence assessment once a year. The following areas are assessed for competence during the meeting:

- Communication
- Dignity, Privacy & Respect
- Equality & Diversity
- Basic Life Support
- Fire Safety
- Food Hygiene
- Moving & Handling
- Health & Safety
- Infection Prevention & Control
- Medication Administration
- Mental Capacity & DoLS
- Nutrition & Hydration
- Person-Centred Care
- Safeguarding
- Positive Behaviour Support
- Recording & Reporting
- Palliative & End of Life Care

1 to 1 Supervision

All staff will have a minimum of four 1 to 1 supervisions a year with their line manager. Supervision will provide a supportive environment where discussion can take place about an individual's work performance, their training and development needs and their general well-being at work.

All staff can request additional supervisions at any time, and management welcome and encourage this.

Paul Battershall
General Manager