

**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.

To ensure all staff are trained to the minimum of what is required by UK Government and European Parliament legislation and Registration Authority Regulations. It is designed to ensure employees are able 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 regardless of age, grade, gender, disability or ethnic background or nature of their contract of employment 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.

All applications for external or on-site training must be discussed with your line manager and then requested through the Company website by completing a training application form.

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 will attend an organisational induction, followed by a comprehensive induction course which results in them acquiring the Care Certificate (unless this or the equivalent 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 will be encouraged to enrol on a Diploma in Health & Social Care at level 2 or 3; or an equivalent qualification.

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.

Some of the courses available are:

- Autism Awareness
- Conflict Resolution
- Challenging Behaviour
- Dementia Awareness
- Diabetes Awareness
- Drug and Alcohol Awareness
- Epilepsy Awareness
- Learning Disabilities Awareness
- Medication Administration
- Mental Health Awareness
- Safeguarding Adults
- Self Harm
- Working in a Person Centred Way

All staff complete the following training annually:

- Emergency First Aid
- Health & Safety
- COSHH
- Principles of safeguarding
- Moving & Handling
- Medication administration
- Effective Hand Hygiene
- Fire Safety
- Food Hygiene
- Infection Control

Supervision

All staff will have a minimum of four formal supervisions a year with their line manager or the Operations 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.

Appraisal

All staff will have an appraisal once a year. Appraisals should be a positive experience, not something to be dreaded.

Appraisals are an opportunity to look back and reflect on the past year at work, to think about and discuss work experiences and identify any support that is needed in the forthcoming year.