

# Staff Training & Development Policy

## Policy Statement

Heydays Care and Support Services considers its employees represent its greatest asset. By providing opportunities, facilities and, where applicable, financial support for training the service aims to ensure that all its employees are in possession of the knowledge, skills and experience necessary to perform their jobs to the highest standard.

To this end, Heydays Care and Support Services is committed to functioning as a learning organization, providing all its employees with the opportunity for training and retraining in accordance with their own needs and those of the service.

We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centered care.

## Policy Statement

Through its related policies and corresponding procedures, Heydays Care and Support Services can show how it supports its staff by providing:

- induction training to make sure that all staff who are new to the organization are able to work safely and have a set programme of development which will enable them to increase their skills.
- opportunities for staff and managers to achieve relevant vocational qualifications (Diploma/Certificates in Health and Social Care and awards developed within the National Qualifications Framework)
- managers with leadership training to set the high standards expected of the care service and to ensure that they are achieved.

- ongoing professional development training programmes for staff to maintain and develop their skills and satisfy any professional registration requirements.
- rolling programmes of statutory and mandatory training, including essential health and safety training
- training programmes for staff in all aspects of care relevant to their job roles such as dignity in care, nutrition, dementia care, the Mental Capacity Act, end-of-life care, etc.

protection and support to staff who are at risk of harm while carrying out their work.

defined programmes of staff appraisal and supervision

- a development and training needs assessment for each individual staff member.

### **Sought Qualities in Staff**

It is Heydays Care and Support Services policy that all staff respect our people who use the service and be accessible, approachable and comfortable with them, and be good listeners and communicators, reliable and honest, interested, motivated and committed. In addition, they should have the skills and experience necessary for the tasks they are expected to perform, including:

- knowledge of people receiving care's disabilities, impairments, and vulnerabilities
- specialist skills to meet the people receiving care's individual needs, including skills in communication and in dealing with all kinds of behaviour.
- understanding of the different ways that, particularly those who have difficulties in communicating through speech, can communicate their needs, preferences, complaints and frustrations

- understanding of the cultural and religious heritage of everyone
- (where relevant) techniques for rehabilitation including treatment and recovery programmes, the promotion of mobility, continence and self-care
- appreciation of, and ability to balance, the particular and frustrating needs of individuals and the needs of all our people who use the service.

### **Principles of Heydays Care and Support Services Approach to Staff Development, Training, and the Achievement of Qualifications**

1. Heydays Care and Support Services works to the following principles, in line with its registration conditions as described in the CQC's fundamental standards, which require providers to employ staff who are suitably qualified and competent to meet the needs of the people who use the service.

- Training is the process of developing staff to an agreed standard of competence so that they have the knowledge and skills to carry out their role and tasks.
- A planned programme for the training and development of staff is essential to ensure good practice and the provision of a quality service for individuals.
- Without a skilled, committed, and well-trained staff team, the service cannot possibly succeed in its aim to provide high-quality care.
- A service's staff group is the most significant of its investment; in achieving its purpose. Once the service has recruited competent, experienced, and qualified staff it is also essential to keep their skills up to date.

- Training should not only motivate staff, but also encourage their co-operation, imagination, and personal development. Without being stimulated by new learning,

1. staff can become bored, take shortcuts, lapse into bad habits or feel undervalued and under-used.

2. All staff receive appropriate training to equip them to meet the assessed needs of the people in Heydays Care and Support Services, as defined in their individual plan of care. All training is regularly updated, and staff receive refresher training so that their working practices are kept up to date.

3. Staff are enabled to take part in all the training that is essential to perform their roles effectively and competently. This includes full-time, part-time, and temporary staff and staff recruited from overseas. The training is delivered in different ways in line with individuals' training assessments, which indicate their preferred and most effective ways of learning.

4. Training is provided to comply with statutory requirements in respect of:

- safe working practices to ensure that the health, safety and welfare of individuals and staff are promoted and protected; this includes moving and handling, fire safety, first aid, food hygiene and infection control.
- enabling staff to achieve relevant qualifications in health and social care.
- all aspects of abuse and safeguarding of vulnerable people in line with local safeguarding adults' boards policies and procedures
- risk assessments and management of risk.

5. All training needs and programmes are reviewed at least annually. Refresher and updating training are provided in line with the outcomes of the reviews, and as required by the statutory bodies or training providers involved.

### **Key Features of Heydays Care and Support Services Development and Training Programmes**

To meet its responsibilities for its staff and to meet its registration requirements, the service carries out the following.

#### **Induction Programmes**

1. Every new staff member receives a comprehensive induction.
  - a. Staff new to care work will receive a Care Certificate if they successfully complete their 12-week introductory training programme, which will allow them to work without being under direct supervision.
  - b. New staff members with previous experience of care work will have an induction programme to make them familiar with the care service's purpose, policies and procedures and general ethos. (See Induction Programmes policy).

#### **Continuing Professional Development**

1. Every staff member has a regular development and training needs assessment and a learning programme based on the assessment, which is subject to further review and updating.
2. All staff are encouraged to apply to undertake a recognized qualification in health and social care that is relevant to their work and at the appropriate level.
3. Senior and management staff are expected to engage in continuing professional development activities to develop their leadership and management skills and qualifications.

4. Heydays Care and Support Services expects and supports any registered professionals, e.g., nurses employed by the service as registered professionals to keep up to date with their registration conditions.

5. Any trainees employed by Heydays Care and Support Services (including all staff under 18) are registered as a matter of course on a nationally accredited training programme and/or apprenticeship schemes.

### **Training Records**

1. Staff members have their own portfolios to record their learning and qualifications gained.
2. The portfolio also contains a personal development plan, which is developed from the person's supervision sessions and annual appraisal.
3. The personal development plan contains information about any training opportunities that the member of staff seeks to pursue during the next year.

### **Specific Features**

1. There is a programme of in-house training events and discussions held [e.g., every month] which all staff can attend.
2. All care staff receive an agreed number of training hours/days. These training days can be taken on outside courses or on in-house training sessions or by following e-learning courses. All such sessions must be agreed with the manager before arranging.
3. The service will pay a contribution towards the training fees if the manager agrees that the training concerned fits in with the service's work or will benefit from it. The exact amount of contribution

will be negotiated upon applicant on and on the availability of outside funding.

4. Once an application for a training event has been agreed in principle, the applicant should fill in a training request form and submit this to the Registered manager/service owner.

All staff have a personal training file which acts as a record of the training they

undertake. They should record details of all training sessions that they attend and have these signed off by a responsible person.

### **Additional Support**

1. Staff are continuously supported to do their work in a safe working environment.
2. Staff who have disabilities are provided in line with equality law with the help they need to carry out their work competently to overcome their disabilities.
3. There are clear procedures that are implemented when staff are subjected to violence, harassment or bullying by other staff, by people who use Heydays Care and Support Services or by carers, relatives, or representatives.
4. There is an open culture in Heydays Care and Support Services which allows staff to feel supported in raising concerns without any fear of reprimand.
5. There is regular management monitoring, reviewing, and updating of all training and of the supervision provided.

### **Training Needs Assessments and Reviews**

Staff can expect their individual training needs to be discussed in their supervision sessions and annual appraisal.

Heydays Care and Support Services also carries out a training review annually, which is made the responsibility of the training manager/coordinator. This takes the form of a questionnaire sent to every member of staff on the training they have received and their recommendations for future training.

This review forms part of Heydays Care and Support Services quality assurance strategy. The results from the review are combined with the service's business plan, with individual staff personal development plans and make a major contribution to the planning of the next annual training programme.

### **Training Responsibilities**

The registered person and the registered manager are responsible for the development and implementation of the programmes needed to make sure that Heydays Care and Support Services complies with its registration conditions.

Gillian Lawrence is responsible for the organization of induction programmes.

#### **for new staff.**

Dawn Darby is responsible for the planning and organization of in-house.

Dawn Darby is responsible for assessing workplace competencies and training linked to qualifications in health and social care.

The registered person and registered manager receive training in line with the requirements for their respective roles and responsibilities, including in the case of the registered manager for suitable leadership and management qualifications.