

Training & Development Policy

Purpose

This policy exists to ensure all employees of SOS Homecare are trained and developed effectively and appropriately to their role.

Accountabilities

Line Managers are responsible for:

- Establishing the training needs within their service/department;
- Ensuring all employees complete the minimum required training for their role;
- Ensuring employees are given constructive, honest and timely appraisals of their performance;
- Identifying and supporting the individual development needs of employees;
- Ensuring employees are aware of their responsibilities regarding this policy;
- Ensuring accurate training records are held on each employee's file.

Employees are responsible for:

- Taking ownership of their own development;
- Attending course's they are booked on;
- Taking advantage of available learning and development opportunities;
- Ensuring their line manager is aware of their development aims.

The Training Team is responsible for developing and delivering core programmes in accordance with current legislative and business requirements.

Our Policy

It is our policy to create an environment which enables all employees to maximise their contribution to the enhancement of the Company's goals. We aim to develop a highly trained and well-motivated workforce with the mix of skills and experience required to deliver the core strategic aims of the business.

Guiding Principles

The following principles guide the Training and Development Policy and apply to all aspects of employee development and training activity delivered both centrally and by individual areas:

- All employees regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation ("the Protected Characteristics") or nature of their contract of employment are expected to undertake staff development and training, which is viewed as a continuous process throughout employment;
- Employees are required to assume 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;
- Employee development and training is an obligation for Line Managers who are responsible for identifying individual training and development needs and supporting

and encouraging employees;

- Accountability for employee development and training rests with management;
- Staff development and training provision will be evaluated and reviewed at least annually to ensure that it is adequate, relevant, and effective and provides value for money.

Employee Training Programmes

All employee training programmes will be designed and delivered in such a way as to meet the following:

- The needs of the service-user;
- The needs of the learner;
- The needs of the Company;
- Regulatory and statutory requirements.

Delivery of Training Programmes

Those delivering training programmes must be competent and qualified to do so. All training must:

- Be evaluated by the learner and trainer
- Be recorded by the trainer/manager;
- Have SMART learning objectives;
- Be in line with National Occupational Standards;
- Be in line with the standards within The Care Certificate

The Procedure

Identifying Training Needs

No employee should be assigned a task for which they are untrained. It is the responsibility of the Line Manager to ensure the employee is adequately trained and equipped with the skills required to carry out their role. Job-related training and development needs for all employees should be assessed and recorded on their personnel file at several stages:

- Initially at appointment: any immediate training needs will be identified by the Line Manager and training organised during the first three months of employment where possible;
- At the end of the induction/probationary period;
- While on any shadow shifts
- At supervision meetings;
- At annual appraisals;
- When the needs of a service-user change;
- When there is a change in service delivery/contract;
- When an employee is promoted or changes role;
- As an ongoing informal process.

Personal development needs will be identified by the employee and should be discussed with the Line Manager and supported where appropriate. Mandatory company requirements will be identified and planned by the employee's line manager.

Design of the Training Programme

The Training Manager will be responsible for analysing training needs identified by any of the above processes and discussing with the Line Manager the most appropriate and cost-effective way of addressing these.

The Company will maintain and develop training packages which address intended learning outcomes giving consideration to the individual learner's competence. Training packages will be designed in such a manner that does not disadvantage individuals and may include:

- Sending an individual on a classroom course;
- E-learning;
- Training several individuals together, either on or off-site;
- On-the-job training, including being allocated specific responsibilities, projects etc. with supervision and feedback;
- Working alongside other members of staff;
- Using in-house expertise to run workshops.

All internal training provided by the Company will be of no cost to the employee. External courses and professional qualifications may be fully or partly funded by the organisation depending on the nature of the training. SOS Homecare will continually research and respond to training opportunities and funding resources relevant to care. The Company supports career pathway development such as access to the new Regulated Qualification Framework (RQF).

Accessing IT systems and e-learning programmes

Where access to e-learning methods are developed, but access to IT systems are limited, or if IT literacy is problematic, a workbook version of any e-learning content can be produced for staff who prefer this approach based on their individual learning style. Furthermore computers, and support to use them, will be available within the local offices where possible.

Standard Training Programmes

Standard Training Programmes have been developed for employees to ensure consistency and fulfilment of legal requirements. Training courses for Care/Support Workers, Seniors, Team Leaders and Managers are required as follows:

- Moving & Handling – annually
- Safeguarding of Vulnerable Adults – annually
- Medication - annually
- Principles and Values of Care – annually
- Continence and Stoma Care - annually
- Health & Safety - every 2 years
- Fire Safety – every 2 years
- Food Hygiene / Nutrition and Fluids – every 2 years
- Basic Life Support – every 2 years
- Infection Control – every 2 years
- Dementia – every 2 years

- Mental Capacity Act & DOLS – every 2 years
- Diabetes - induction

It may be necessary to amend the frequency of mandatory training in line with legislative changes.

All employees must undertake the courses above prior to caring for and/or supporting service users, in line with the company Induction Policy. In addition, employees must attend refresher training on the above courses either classroom based or on the company e-learning training system, at the frequency stated above.

Staff who transfer into the organisation through TUPE will normally be required to undertake the full Company Induction. However, there may be circumstances where the Directors may agree to waive this requirement. If this is the case the staff member will be required to complete both the annual and bi-annual refresher training courses.

If an employee requires specialist training which falls outside the standard mandatory programme, managers should communicate this to the relevant Training Manager. Certain specialist training may be delivered by a competent person from an external organisation e.g. District Nurse, Stoma Nurse etc. Employees who carry out specialist care tasks will be required to undertake a competency assessment successfully before carrying out such tasks and must attend refresher & update training as required to maintain competence.

Evaluating Training Programmes

All training will be evaluated by the Training Team by means of feedback from the trainee and their Line Manager. Programmes should be evaluated in an appropriate format to ensure they meet the needs of those involved in the service.

Recording Training Programmes

Each learner will be assessed and will receive a record of achievement certificate to promote and encourage further learning. The certificates should be stored in the employee personnel file, with a copy made available to the employee. In addition, the company computer system should also be updated, to allow suitable training analysis and training plans to take place.

Employee Development

The company believes that employees should meet with their line manager on a regular basis to review performance, seek feedback and agree a development plan. The company therefore requires the following development sessions;

- Employee Supervision – usually with their line manager, a minimum of three times per year
- Employee Appraisal – annually, usually with the line manager
- Spot checks – a minimum of 4 per year.
- Team meetings – to be held every three months
- Staff Discussions – an informal meeting to address minor review points held on an as-required basis.

In addition, line managers, should encourage discussions with employees in relation to their development, and react positively to conversations based around such.

Diploma in Health & Social Care

SOS Homecare is committed to encouraging all its staff to undertake continuous personal development through commencing a relevant qualification e.g. Diploma RQF (Regulated Qualifications Framework from level 2 up to level 5. Diploma's are facilitated through managers and staff working together.

It may be necessary at times to involve a service user as a witness or to participate in the assessment of a learner's development program whilst working towards a qualification. No service user will become involved in an assessment without first being asked their permission and signing to agree to be part of the assessment process. At all times SOS Homecare will ensure protection of vulnerable individuals. The proposed assessment will not jeopardise the dignity or privacy of the service user at any time. Any information gathered as evidence for assessment and/or verification, which could identify the service user, their family or where they live, must be kept confidential. At no time will the identity of the service user be revealed.

Non-Compliance

Any failure to maintain mandatory training and development records will result in employees being prevented from working, on zero pay. Appropriate opportunities will be allowed for employees to attend, such as offering different times/dates to employees to attend the training and development sessions. If employees cannot attend a planned training or development session then at least three hours' notice should be given, and an alternative time/date should be booked. This session then cannot be missed, otherwise the company may have to prevent that employee from working until that training or development session has been completed.

Any employee who has any training course, which is normally completed annually, is out-of-date by more than two months will be prevented from working until this course is passed.

Employee Compensation/Payment

For information around payments for attending training, please refer to your contract of employment.

Policy Review

This policy will be reviewed every two years.