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**POLICY STATEMENT**

Homecare D & D Ltd is committed to staff training and to the on-going continuing education of its staff, and will support their requests to gain further qualifications wherever those qualifications fit in with the company's business plan, and agree with staff in appraisal and personal learning plans.

**AIM OF THE POLICY**

This policy is intended to set out the values, principles and policies underpinning Homecare D & D Ltd's approach to the staffing of the agency.

Homecare D & D Ltd believes that its workers represent its greatest asset. By providing opportunities, facilities and financial support for training the agency aims to ensure that all of its staff are in possession of the knowledge, skills and experience necessary to perform their jobs to the highest standard.

Homecare D & D Ltd believes in providing the highest quality service possible for all its service users and in creating a relaxed, supportive and comfortable atmosphere in the service user's home where the service user is treated with respect, dignity and compassion by a well-trained, highly motivated and professionally-led staff group aware of its legal, ethical and moral duties.

To this end, Homecare D & D Ltd is committed to functioning as a learning organisation, and to providing all of its workers with the opportunity for training and retraining in accordance with their own needs and those of the organisation.

**APPLICATION PROCESS**

The Senior Managers will be responsible for the recruitment and selection of new staff.

The training department located at Head Office are responsible for the eight standards induction, mandatory training, in-house training programme, delivering of Diplomas and sourcing any additional training, keeping records of all training attended.

**PROCEDURES**

It is the policy of this agency that:

- a) It will recruit and develop a highly-trained and qualified workforce to give as high a standard of care to service users as possible
- b) It will support staff training and the on-going continuing education of its staff at all times, and will support their requests to gain further qualifications wherever those qualifications fit in with the agency's business plan, and are agreed with staff in appraisal and personal learning plans
- c) Staff providing personal care to service users should be at least aged 18

Homecare D & D Ltd is committed to ensuring the following.

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1. Adequate numbers of suitably trained and qualified staff are on duty at all times to meet service users' needs
2. Management and staff should take every reasonable opportunity to maintain and improve their professional knowledge, qualifications and competence
3. The management should ensure that anyone on government-sponsored training schemes should not be used as substitute labour otherwise performed by regular staff

#### **STAFF QUALITIES POLICY**

It is the policy of this agency that all staff should respect our service users and be accessible, approachable and comfortable with service users, 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:

- a) Knowledge of the disabilities and specific conditions of our service users
- b) Specialist skills to meet our service users' individual needs, including skills in communication
- c) Understanding of physical and verbal aggression and self-harm as a way of our service users communicating their needs, preferences and frustrations
- d) Understanding of the cultural and religious heritage of each service user
- e) Techniques for rehabilitation including treatment and recovery programmes, the promotion of mobility, continence and self-care
- f) Appreciation of, and ability to balance, the particular and fluctuating needs of individuals and the needs of all our service users

The following will be implemented:

1. Forthcoming training events will be placed on the notice board in reception and communicated to all staff.
2. All new members of staff should receive induction training to Minimum Care Standards specification within three months of appointment to their posts
3. There will be a programme of in-house training events and discussions held throughout the year to which all staff must attend if on duty. Details of dates and topics will be posted on the training notice board
4. All staff will be expected to meet with their line manager in order to complete a training needs analysis form
5. All staff will have an annual appraisal

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6. All staff will have a Personal Development file, stored in the training office and will include details of all training sessions that they attend.
7. The personal development plan should contain details of any training opportunities that the member of staff seeks to pursue during the year
8. All staff will be expected to begin to commence on their training to National Occupational Standards training.

### **INDIVIDUAL TRAINING NEEDS**

Additional training needs will be identified at Team Meetings and passed to the training team for action. An annual training plan will be created by the training team and a copy passed to the Senior Managers

### **TRAINING**

Managers may require training in performing appraisals and writing personal development plans.

The list below outlines the training which is mandatory for all staff to achieve and will be certificated:

#### **Care Certificate**

Standard 1 – Understand your role

Standard 2 – Personal development

Standard 3 – Duty of Care

Standard 4 – Equality and Diversity

Standard 5 – Working 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 Difficulties

Standard 10 – Safeguarding of Adults

Standard 11 – Safeguarding of Children

Standard 12 – Basic Life Support

Standard 13 – Health and Safety

Standard 14 – Handling Information

Standard 15 – Infection Prevention and Control

- Moving and positioning
- Safeguarding
- Tissue viability
- Infection control
- Medication assistance
- Food safety
- First Aid
- Fire safety
- Mental capacity act & DOLS
- Learning difficulties and disabilities
- Dementia awareness

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- Level 2 Diploma in health and social care

