# Induction Programmes Policy

## Policy Statement

Zenith Care Recruitment Staff Induction Programmes Policy set outs the values, principles and procedures underpinning this care service’s approach to staff induction programmes.

Zenith Care Recruitment is committed to providing on-going training and development programmes to ensure staff are skilled and competent to provide care to service users. New staff joining our team will not only needs to learn about their own tasks and roles but also need support in gaining confidence and fitting into our organisation.

## Principles

Zenith Care Recruitment understands induction to refer to the initial learning needed by new members of staff to orientate them to the job and the workplace, to get them up and running in their role and to ensure that they are working safely and competently as soon as possible.

Zenith Care Recruitment considers that a planned programme for the induction, learning and development of new staff is essential to ensure good practice and the provision of a high-quality service. Without induction, new staff will be unclear as to Zenith Care Recruitment ’s objectives and values and the precise natures of their jobs.

All newly appointed staff to Zenith Care Recruitment in all positions will receive an induction programme tailored to their roles, responsibilities and job descriptions. Where applicable, they include:

* managers and people appointed to specialist roles
* care staff at all levels
* administrative and support staff
* catering and kitchen staff
* domestic, cleaning and maintenance staff.

Registered manager supported by the training manager will be responsible for organising the induction programmes for new staff who will be working under them.

## Common Induction Requirements

Individuals’ induction programmes will follow a common process with specific contents in line with individuals’ job specifications and descriptions.

Each new person’s induction will include an introduction, which is proportionate to their role requirements, to:

1. Zenith Care Recruitment ’s aims and objectives as reflected in its statement of purpose/mission statement
2. the regulations under which Zenith Care Recruitment operates with emphasis on the importance of all employees contributing to the safe, effective, responsive and compassionate person-centred care that Zenith Care Recruitment is expected to provide in line with its registration requirements
3. the policies and procedures that describe Zenith Care Recruitment ’s responsibilities for all employees’ and service users’ health and safety including, for example, hand washing for the purposes of infection control, and where applicable food hygiene and fire safety (health and safety regulations will apply differently in line with the nature of Zenith Care Recruitment)
4. the structure of Zenith Care Recruitment and the lines of accountability within it, including an understanding of the person to whom any individual should report matters concerning their work, how they will be supervised and their training needs assessed and addressed
5. Zenith Care Recruitment ’s expectations regarding the employees’ behaviour in the conduct of their work, including how to treat service users with respect and sensitivity to maintain their dignity
6. policies on any applicable dress code, use of mobile phones, computer use, internet access and use of social media and to its staff facilities etc
7. Zenith Care Recruitment ’s policies on equality and diversity, safeguarding, whistleblowing and its complaints procedure
8. confirmation that the person has the knowledge and skills to carry out the work for which they have been appointed.

A combination of methods adapted to meet specific induction needs will be used to ensure every new employee will know and apply these requirements.

## Induction into Specific Roles and Responsibilities

### (a) Induction of People with Leadership and Management Responsibilities

#### (i) Managers’ Induction

New managers will have an induction programme based on the Skills for Care Management Induction Standards according to an assessment of their previous experience and qualifications. On starting their jobs, all managers and others in leadership roles are expected to benchmark through discussion and agreement with the registered manager and/or Zenith Care Recruitment of their practice against these standards taking into account previous experience.

The standards are as follows.

* Leadership and management
* Governance and regulatory processes
* Communication
* Relationships and partnership working
* Person-centred practice for positive outcomes
* Professional development, supervision and performance management
* Resources
* Safeguarding, protection and risk
* Manage self
* Decision making
* Entrepreneurial skills and innovation

All new managers will receive support to enable them to achieve the agreed standards identified as needed for their induction programme with suitable learning methods and resources provided.

#### (ii) Induction of Professional and Specialist Staff

Staff appointed to specialist and non-management senior roles will have an induction programme that supports them in engaging with their responsibilities within the organisational structure.

This will be organised by the person that reports on the staff member’s work and progress in their role within the organisational structure.

Staff with membership of a regulated profession such as nursing or social work will be supported to meet their registration requirements from the start of their appointment with arrangements made for them to receive suitable professional supervision and support.

### (b) Care staff carrying out regulated activity

Zenith Care Recruitment adheres fully to national care standards that require us to make sure that service users’ individual and joint needs are met by appropriately trained staff. It considers induction training as an important part of Zenith Care Recruitment ’s staff development and training strategy.

Zenith Care Recruitment ’s induction programme is developed in line with the Care Quality Commission (CQC) regulations and Skills for Care, the organisation for workforce development in the care sector, as guidance. Zenith Care Recruitment keeps full records of all training and makes these available for inspection.

Induction training covers all of Zenith Care Recruitment ’s key policies and procedures that relate to service users’ care, welfare, protection and safety and all those that relate to staff health and safety.

All newly appointed care staff receive an initial induction that covers the common induction requirements described above together with tailored programmes that can be benchmarked against the Care Certificate Standards framework.

On completion, all new staff should be assessed as competent against the 15 Care Certificate standards, which Zenith Care Recruitment uses to benchmark its induction programmes.

All induction programmes should be completed within a 12 working weeks’ timescale using a combination of suitable, valid learning methods and resources.

#### (i) Care staff with previous experience

Care staff with previous experience of care work, training and qualifications will achieve this benchmark through accredited prior learning from, for example, their having completed the former Common Induction Standards and further and refresher training in previous employment together with any new learning required to achieve the Care Certificate standards, which will include the relevant knowledge and the assessment of practice components.

#### (ii) Care staff new to care work

Care staff new to care work, including people employed as apprentices and trainees, will receive a structured programme to achieve the Care Certificate.

All staff who are new to care work receive a further structured training programme within 12 weeks of their starting in order to achieve the Care Certificate, which will allow them to work unsupervised as full members of the staff team.

On appointment, staff will be issued a copy of the induction standards to be achieved and a workbook in which they can record progress together with schedules for completion, including the practice assessment components.

Progress towards completion will be discussed weekly or no more than fortnightly with a designated supervisor, who will be a senior or experienced staff member. On completion the training record will be signed off by the registered manager and the person will be awarded their Care Certificate by Zenith Care Recruitment.

The 15 Care Certificate standards to be achieved are as follows.

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and diversity
5. Work in a person centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding adults
11. Safeguarding children
12. Basic life support
13. Health and safety
14. Handling information
15. Infection prevention and control

### (c) Staff carrying out non-regulated activity

Zenith Care Recruitment recognises that many of its staff who are not employed to carry out regulated activity will engage in different ways with service users and might, in addition to meeting the induction requirements for all staff (as described above), benefit from the learning provided by the Care Certificate Standards framework.

It will therefore encourage and support non care-staff to achieve the Care Certificate standards as part of their learning and development. This will be particularly useful for anyone who might be suitable and interested in moving into a care role in future. It is recognised that non-care staff cannot be awarded a full Care Certificate.

## “Safe to Leave” Policy

A key outcome of induction, which is reinforced by the Care Certificate requirements, is that the new worker is “safe to leave”, ie is able to work without immediate supervision as a full member of the staff team.

The manager is responsible for determining when a new worker is “safe to leave”. Accordingly, the manager might need to make a risk assessment of an individual’s capabilities in relation to the specific tasks they are required to carry out in their job role.

Zenith Care Recruitment recognises that staff need close supervision and support throughout the induction period. Before any new staff member is allowed to work on their own or with relatively inexperienced colleagues, Zenith Care Recruitment carries out a full assessment of their competence to do so, which includes an assessment of any risks arising as a result of their working unsupervised.

It is possible under the Care Certificate for staff to be signed off for specific standards, which will then allow the person to work unsupervised on the corresponding tasks rather than have to wait to complete the whole certificate to be deemed “safe to leave”.

Trainees and apprentices are provided with continuous support and supervision in line with the terms agreed for their traineeships or apprenticeships.

All new staff, whether or not employed in care roles, new managers and any volunteers receive an appropriate induction training in line with their roles, responsibilities and contributions.

## Responsibilities for Induction

Kechinyere Anyanwu(Service Manager) and James Adebayo (Recruitment Manager) will be responsible for the induction of staff and for organising the corresponding induction programmes and for organising and co-ordinating training.

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| Signed: | \_\_\_\_\_\_\_Kechi A\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | \_\_\_\_\_\_25th November 2021\_\_\_\_\_\_\_\_\_\_\_\_ |
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