



Agency Care Staff Ltd

D233. Staff Development, Training and Qualifications

Policy Statement

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

To this end, Agency Care Staff Ltd is committed to functioning as a learning organisation, providing all of its employees with the opportunity for training and retraining in accordance with their own needs and those of Agency Care Staff Ltd.

Its staff development, learning and training programmes are all designed in line with the requirements of Regulations 17: Good Governance, 18: Staffing, and 19: Fit and Proper Persons Employed of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, all of which enable the provision of safe, person-centred care.

There is a separate related policy on Induction Programmes. Other relevant policies include those for:

- Staff Appraisal
- Staff Supervision.

Through its related policies and corresponding procedures, Agency Care Staff Ltd is able to show how it supports its staff by providing:

- induction training to make sure that all staff who are new to Agency Care Staff Ltd 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 Agency Care Staff Ltd 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 from 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 Agency Care Staff Ltd policy that all staff respect our service users 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 service users' disabilities, impairments and vulnerabilities
- specialist skills to meet service users' individual needs, including skills in communication and in dealing with all kinds of behaviour
- understanding of the different ways that service users, 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 each service user
- (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 fluctuating needs of individuals and the needs of all our service users.

Principles of Agency Care Staff Ltd's Approach to Staff Development, Training and the Achievement of Qualifications

1. Agency Care Staff Ltd 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 their service users.

- Training is the process of developing staff to an agreed standard of competency 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 service users.
- Without a skilled, committed and well-trained staff team, Agency Care Staff Ltd cannot possibly succeed in its aim to provide high-quality care.
- A service's staff group is the most significant of its investments in achieving its purpose. Once Agency Care Staff Ltd 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, 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 service users in Agency Care Staff Ltd, 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 service users 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 service users 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 Agency Care Staff Ltd's Development and Training Programmes

To meet its responsibilities for its staff and to meet its registration requirements, Agency Care Staff Ltd 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 complete successfully their 12 weeks 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 Agency Care Staff Ltd'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 recognised 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. Agency Care Staff Ltd expects and supports any registered professionals, eg nurses employed by Agency Care Staff Ltd as registered professionals to keep up to date with their registration conditions.
5. Any trainees employed by Agency Care Staff Ltd (including all staff under 18) are registered as a matter of course on a nationally accredited training programme and/or apprenticeship schemes.
6. The ongoing training programme is designed to meet all mandatory, sector body and professional requirements and is regularly updated. Staff are enabled to take part in learning and development activities that are relevant and appropriate. Full records are kept of those attending learning and development activities.

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.

Supervision and Appraisal

1. The development of staff is supported through a regular system of supervision and appraisal.
2. All staff have an annual appraisal in which the outcomes from any training the staff member has had and their future needs are discussed.

Specific Features (include where applicable)

1. A training noticeboard is situated in the staff room where all relevant training information, forthcoming courses and training opportunities are posted.
2. There is a programme of in-house training events and discussions held [eg every second month] which all staff can attend, including night staff, if available. Details of dates and topics are posted on the training noticeboard.
3. All care staff, including night 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.
4. Agency Care Staff Ltd will pay a contribution towards the training fees if the manager agrees that the training concerned fits in with Agency Care Staff Ltd's work or will benefit from it. The exact amount of contribution will be negotiated upon application and on the availability of outside funding.
5. 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.
6. 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 service users or by carers, relatives or representatives.
4. There is an open culture in Agency Care Staff Ltd which allows staff to feel supported in raising concerns without any fear of recrimination.
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.

Agency Care Staff Ltd also carries out a training review annually, which is made the responsibility of the training manager/co-ordinator. 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 Agency Care Staff Ltd's quality assurance strategy. The results from the review are combined with Agency Care Staff Ltd'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 Agency Care Staff Ltd complies with its registration conditions.

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 a suitable leadership and management qualification.

Responsible Person: Poppy Bradley

Reviewed on: June 25, 2024

Next review date: this policy is reviewed annually (every 12 months). When needed, this policy is also updated in response to changes in legislation, regulation, best practices, or organisational changes.

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