

July 2017

Training Policy

Live  Care

Date Written	17.07.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	20/07/2017
Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
Taunton,
Somerset
TA1 2LR

Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	17.07.2017
Registered manager	Registered Manager	RA	06.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	17.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 5: Fit and proper persons: directors	Providers are expected to be aware of, and follow, the various guidelines that cover value-based recruitment, appraisal and development, and disciplinary action.
Regulation 18: Staffing	Persons employed by the service provider must receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform.

Key Lines of Enquiry

KLOE	How this applies to Supervision
Effective	Monitoring and reviewing staff performance, skills and knowledge and promoting Continuing Personal Development helps ensure that service delivery is effective and meeting the needs of Clients.
Well-Led	Applying a fair and consistent approach to the training and development of staff maintains fairness, accountability and openness as well as a positive approach to development and learning.

Related Documents

This policy should be read in conjunction with our:

- **Code of Conduct Policy**
- **Equality and Diversity Policy**

LIVE IN CARE

Policy Statement

Policy Aims

This policy will explain what Training is and how it operates at *Living Carers Ltd.*

It will help you to understand how we go about monitoring our training needs, performance, and competence of the staff we employ and it will describe your role in that.

Reading this policy should enable you to:

- Understand what Training is
- Understand how Training works at *Living Carers Ltd*
- Understand your role in our Training processes
- Understand how we can all work together to improve the quality of the services we offer.

The purpose of this policy and procedures is to maintain and improve the quality of service provided by Living Carers Ltd. We will do this by ensuring that all staff are effectively and appropriately trained to provide high quality services.

This document also provides a clear system that enables all staff to meet the wide range of mandatory training requirements such as:

- [Management of Violence and Aggression at Work 2008](#);
- [Care Quality Commission Essential Standards of Quality and Safety](#);
- [Knowledge and Skills Framework](#).

Scope

This policy and procedures apply to anyone employed within Living Carers Ltd, including managers and staff, or any service provided by the organisation. This procedure also covers any volunteers and agency staff where appropriate.

Definitions

The terms Education, Training and Development are deemed to cover all aspects of informal and formal learning, in and outside the workplace, that develop the skills, expertise, experience, and knowledge relevant to a person's job role or aspirations. These forms of learning can include accredited and non-accredited courses and classes, work shadowing, supervisions, and supervised practice, mentoring, coaching, professional and peer group networks and meetings, and reading relevant to the work.

Mandatory Training

Those areas of practice identified either by statute or regulatory bodies, which pose a significant risk to all staff at all levels and will have therefore been ratified by the Managing Director.

Job Role Training

Those areas of practice that enable a member of staff to practise safely and effectively, ensuring they have the skills and knowledge required to be 'fit for purpose'. Training will relate to identified risks associated with the nature and purpose of that particular staff group, management or specific job role.

Policy

Living Carers Ltd believes that the education, training, and development of its employees is particularly important in relation to:

- a) Attracting and maintaining a **diverse and representative workforce** which is committed and able to meet the demands of providing a quality service, at a competitive cost in a specialised and ever-changing environment;
- b) The **induction and orientation** of new employees;
- c) **Keeping employees up-to-date**, and abreast of new equipment, methods, techniques, and information in relation to their work, and updating skills, knowledge, and experience in order to enable employees to retain and improve their abilities, efficiency, motivation, confidence and results;
- d) **The general development of employees** both formally and informally; through educational courses leading to appropriate professional certification; non-qualification courses providing advanced knowledge in an appropriate discipline, and through professional networking, shadowing and mentoring.

Living Carers Ltd will promote and encourage participation in education and training programmes which are designed to meet, or will assist in meeting, the general objectives outlined above, and will select individuals for educational and training programmes on the basis of the needs of the business, and on individual assessments of need related to the individual's current skill set and capacity for development.

Advice and guidance on all training matters is available from Supervisors / Managers.

Procedures

The **participation** in educational and training programmes will either be at the request of the Living Carers Ltd or, in some cases, at the request of the employee.

- Where Living Carers Ltd requests participation in a course, seminar, training programme, or development opportunity and there is a cost involved, the appropriate costs will be covered by Living Carers Ltd;
- When a training need has been identified, Living Carers Ltd will send staff to out of house training. Staff will have to provide Living Carers Ltd of confirmation of their booking and a copy of their certificate once the training has been completed.

Key Question: How are my training needs identified?

Managers and Supervisors have responsibility for the development of employees reporting to them. This responsibility includes the assessment of individual training and development needs and ensuring they are met by:

- Conducting a Training Needs Analysis each year.
- Discussing performance and development needs with the employee on an ongoing basis;
- Conducting formal performance appraisals;
- Agreeing Training and Development Plans for employees;
- Ensuring that Training and Development Plans are followed through;
- Ensuring Pre-and Post Training Questionnaires are completed.

When training and development objectives have been discussed with an individual, it is the responsibility of both parties (employee and either Manager or Supervisor) to ensure they are followed through.

THE TRAINING PROGRAMME

Induction training is provided for all new staff to introduce them to our ethos and expectations, policies, procedures, and the levels appropriate to their role.

Staff who are not already trained to a care certificate level are expected to complete the required modules as set out by LLP, which are:

Basic life support / First Aid
Manual Handling
Food safety and hygiene
Safeguarding children & young adults level 2/3
COSHH
RIDDOR 2013
Handling violence and aggression
Health & Safety
Infection control
Lone worker
Information governance – including Caldicott protocols
Complaint training & conflict resolution
Fire safety
Mental Capacity Act
Vulnerable Adults
Medication Training
Managing Clients' Money
Supervision Training
Data Protection
Freedom of Information
Information Management
Equality, Diversity & Human Rights

This training will be completed with Living Carers LTD

Key Points to Take Away

Training means considering the quality of the Client experience in everything we do.

It means planning for quality, delivering high quality services at all times and monitoring our performance and the quality of what we do. It also means learning continually and understanding where we can do things better.

At *Living Carers Ltd*, the Client is at the heart of all our quality-related actions and we implement training to enhance Client experience.

When a training need has been identified, Living Carers Ltd will send staff to out of house training. Staff will have to provide Living Carers Ltd of confirmation of their booking and a copy of their certificate once the training has been completed.

Learning Outcomes

After reading this Policy, you should:

- Understand that the Client is our prime concern in respect to the quality of our service delivery.
- Understand what Training is and how our Training System operates.
- Understand how Training operates at *Living Carers Ltd* and have an awareness of the actions we undertake in planning, delivering, and monitoring quality and in learning about where we can make quality improvements.
- Understand the role you play in improving quality.

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager 06.12.2017