



**STAFF TRAINING AND DEVELOPMENT  
POLICY AND PROCEDURE**

# **ASPECTS CARE STAFF TRAINING AND DEVELOPMENT**

## **POLICY AND PROCEDURE**

### **Background**

Aspects Care's Staff Training and Development Policy confirms that it is the responsibility of each head of section, liaising with the manager, to ensure that appropriate training is available to, and taken up by, staff within their own section.

The purpose of this document is to provide some practical guidance on how this responsibility is exercised within Aspects Care by establishing a core set of responsibilities which are managers are expected to follow.

The purpose of training is to equip people with the necessary skills, knowledge and attitudes to meet Aspects Care's needs in relation to its objectives, standards and requirements. By investing in our staff through their training Aspects Care ensures it harnesses their full potential and focuses their energies on the needs of the organisation, while fulfilling their need for personal development and job satisfaction.

Aspects Care recognises that such development is a continuing process for every employee at every level of the organisation. Training is seen as a necessary investment in order to provide the excellent services Aspects Care demands. Training is not a privilege to be granted or withheld from employees but should be undertaken with due consideration of the company's needs in relation to its objectives, standards and requirements, while taking account of the realistic aspirations of those employees.

### **Areas of Training**

Training and development can be broken down into categories to aid understanding and organisation. The categories of training used by Aspects Care are: -

#### **1. Induction**

Each new employee should be provided with information and instruction about how Aspects Care operates and how the staff members' job fits in to the work of the section and department by line management. The aim of this process is to enable the newcomer to adjust as quickly as possible to the new working environment and to achieve effectiveness in the shortest possible time.

The induction training will also encompass the wider aspects such as the structure and functions of the company, the role of decision-making and the services provided by the company.

Induction Training must be completed after the initial statutory and mandatory and enhanced DBS has returned. Induction training is completed in person via the Human Resources Manager and an Induction Booklet is completed by the staff member and then signed by them

and HR Manager. Staff do not start delivering any support services until the Induction is completed.

## 2. Staff Training

Training and development for staff members is based on individual needs and organisational requirements in relation to the services being delivered. These are identified through an annual assessment of needs with the company Directors, Registered Care Manager, Deputy Manager, HR and Training Department

## 3. Management Development

Management Development is essential to the success of Aspects Care in increasing the effectiveness of first level, middle and senior management. The company strategy is to provide training at all levels of management based on individual's needs and the responsibilities and requirements of the managerial post.

## 4. Generic Training

There are a range of generic skills and knowledge which are not specific to one occupational area. Examples of these are data protection, person centred care, administration of medication, etc. Training will be provided in these areas as according to the needs identified during the annual audit of training needs.

## 5. Professional and Technical Training

Employees providing services in a whole range of vocational areas need to keep up to date with changes and developments in their particular field (e.g. care certificate, RCF levels 2, 3 & 5). A devolved budget is provided to each Department to fund this form of training. The Registered Care Manager is responsible for prioritising and authorising such training in line with service and individual objectives.

## 6. Qualifications

Aspects Care will provide training and further education in pursuit of qualifications for employees where a clear link can be made to meet service objectives. The company operates the Post Entry Training Scheme. It is the company's policy to link training and further education to external national standards wherever appropriate.

## 7. Health and Safety

Aspects Care management and individual employees all have a role in ensuring a healthy and safe working environment. Training is provided as part of an employee's induction and refresher courses are arranged according to the needs of the service and the employed staff members.

## **Overall Responsibility**

While the Directors can take an overview, it is ultimately the responsibility of each section head to ensure that appropriate and effective training and development activities are in place within their own section. In practice it is recognised that this operational responsibility may be delegated to other staff with supervisory responsibilities (e.g. “care coordinators” or HR staff, etc).

### **Identifying and Responding to Training Needs**

There is a key role for managers in assisting their staff to identify appropriate training and development activities, within the context of departmental objectives and particularly bearing in mind the aims and objectives of the relevant section/post. There is an annual structured opportunity to identify training needs within Aspects Care, but it is expected that the need for training will be considered on an ongoing basis, in the light of new developments and changes in section responsibilities / staff job descriptions, etc. The methodology employed for this ongoing process will vary according to the circumstances, but it is likely to include discussion with the relevant member of staff, in order to clarify the identified development need and to agree a way forward. This might involve identifying an appropriate training course within the Staff Development programme or approaching an external training provider.

Where costs are involved, some support may be available from Aspects Care’s training budget. Consideration of how the proposed development activity links with organisational and individual objectives. This might involve discussing what relevant information will be obtained for the section/office and what the individual will gain. Course descriptions, conference outlines, etc will be a useful source of information at this point.

There will need to be clarification of what is likely to be covered within the proposed activity and what it is hoped will be gained (i.e. learning outcomes). This might involve some form of informal pre course/conference ‘briefing’ when, for example, a member of staff might be asked to investigate a particular issue, with a view to reporting back to other members of staff.

### **Evaluation**

Managers have an important role in monitoring the impact of training and development in relation to their own staff team. This will involve ensuring that staff completes a Training Record Form, which encourages personal reflection and also ensures that the activity is recorded. It is also important to arrange some form of debriefing with the member of staff concerned, to discuss what has been learned and whether any operational or other changes should be made as a result (i.e. the debriefing offers the opportunity for two-way feedback). In broader terms, the overall operation of the staff training policy is monitored annually by the Aspects Care Manager in conjunction with heads of sections / services.

### **Staff Portfolios and Requirements**

Staff will be issued with a paper-based portfolio folder for the RCF in Health and Social Care Diploma being completed. Upon receiving their portfolio, the staff will be responsible for maintaining and updating their folder. The staff will need to agree to complete work before or on dates set, and to bring the folder to every arranged meeting with their Assessor. Staff will need

to agree that they will comply with instructions from and engage with their Assessor to achieve the RCF Diploma in Health and Social Care.

### **Staff Repayments**

Due to the high level of fees, expenses and other costs, including internal staff time, involved with the course, it is agreed the company needs to protect its investment. In consideration of this, the staff member will need to sign to agree that if they fail to complete the course or if their employment terminates after the Company has incurred costs or expenses arising from the course or incurred liability for the fees of the Course, the staff member will be liable to repay some or all of the costs, expenses and/or fees associated with the Course.

The total costs for the various courses offered will vary from course to course and will be detailed within the letter of agreement to repay the funds.

The staff member shall be required to repay the Company as follows:

- a)if the staff member fails to complete the course successfully or ceases employment before attending the training course but the Company has incurred costs or expenses arising from the course or incurred liability for the fees of the Course, 100% of the costs, expenses and/or or fees shall be repaid.
- b)if the staff member ceases employment during the training course or within 6 months of completing the training course, 100% of the costs, expenses and/or fees shall be repaid.
- c)if the staff member ceases employment more than 6 months, but no more than 9 months after completion of the training course, 75% of the costs, expenses and/ or fees shall be repaid.
- d)if the staff member ceases employment more than 9 months, but no more than 12 months after completion of the training course, 50% of the costs, expenses and/ or fees shall be repaid.
- e)thereafter no repayment is required

The staff member will be made aware that if the Company waives the staff member's obligation to repay the costs, expenses and/or fees under this agreement, the staff member will be solely responsible for any income or other tax payable as a result of the waiver and the staff member shall indemnify the Company on a continuing basis in relation to any such tax.

The Company will deduct the sums under this agreement from the staff member's final salary or any outstanding payments due to the staff member.

If there are insufficient funds available to be deducted at the date employment is terminated to meet reimbursement of training costs, all outstanding monies will become due and payable.

## **Staff Training Matrix**

Aspects Care maintains a staff training matrix. The matrix consists of individual training record listed within an excel spreadsheet detailing the courses completed by everyone, the duration the qualification last for and the renewal training date where applicable. Set out below are the courses available to staff with the mandatory courses highlighted in red. The other courses are delivered where there is an identified need.

### Staff Training Courses

1. Care Certificate: Standards 1 – 15
2. Fire Safety
3. Fire Safety for Domiciliary Care
4. First Aid
5. Food Hygiene
6. Health and Safety
7. Infection Control
8. Medication Practice
9. Medication Practice for Domiciliary Care
10. Moving and Handling
11. Safeguarding and Protection of Adults
12. A Care Workers Role
13. Accessible Information
14. Anxiety
15. Appraisal
16. Autism
17. Basic Life Support
18. Behaviours that Challenge
19. Buccal Midazolam
20. Care Planning
21. Catheter Care
22. Communication
23. Complaint Handling
24. COSHH
25. CYP: Introduction to Supporting Children
26. CYP: Safeguarding Children and Young People
27. CYP: Development of Children and Young People
28. CYP: Health and Safety for Supporting Children and Young People
29. Dementia Awareness

30. Depression
31. Diabetes Awareness
32. Dignity in Care
33. Duty of Care
34. Dysphagia
35. Eating Disorders
36. Epilepsy Awareness
37. End of Life
38. Equality and Diversity
39. Falls Awareness
40. GDPR Stage One
41. GDPR Stage Two
42. Hand Hygiene
43. Information Governance
44. Learning Disabilities
45. Legionnaires Disease
46. LGBTQ+ Awareness
47. Lone Working
48. Managing Continence
49. Manual Handling of Objects
50. Mental Capacity Act and DOLS
51. Mental Health
52. Motor Neurone Disease
53. Multiple Sclerosis
54. Nutrition and Hydration
55. Oral Care
56. Parkinson's Disease
57. Person Centre Care
58. Personal Care
59. Positive Behaviour Support
60. Pressure Area Care
61. Prevent Extremism and Radicalisation
62. Professional Boundaries
63. Recording Information
64. RIDDOR
65. Risk Assessment
66. Self-Harm
67. Sepsis
68. Stroke Awareness
69. Substance Misuse
70. Supervision
71. Wellbeing in the Workplace

## **TRAINING PROGRAMMES**

Aspects Care has developed links in with the Matthew Bolton and Bournville Colleges along with a number of private training companies to ensure that all the company's staff have

available to them programmes of training that offer full opportunities for self development and advancement.

Additionally, where possible, the Company may facilitate access to Distance Learning programmes for professional development.

All new staff are closely monitored on a weekly and then fortnightly basis.

All staff are supervised on an 8-weekly basis.