

6.1 - Training Policy

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Purpose

Elizabeth Finn Homes Limited (EFHL) recognise that the success as an organisation can and only will be achieved through the quality and abilities of its management and staff.

Our policy is to ensure that each staff member will work in an environment in which, they are given the opportunity and encouragement to realise their full potential through a flexible and commercially focussed approach to individual and group learning and development.

Training Policy

1.0 INTRODUCTION

1.1 Elizabeth Finn Homes (EFHL) is committed to ensuring that all staff receive relevant Essential Training for their role.

1.2 This policy aims to clarify the support provided and the responsibility of all parties in ensuring Essential Training is completed satisfactorily and that a record is held.

1.3 Essential Training ensures that all employees have the knowledge and skills necessary to perform their role safely in accordance with appropriate legislation.

1.4 Essential Training covers both eLearning modules and a number of practical modules/observations, where appropriate to the topic; see Diagram 1 on page 9.

1.5 In addition to the topics covered by eLearning modules, all staff must be appropriately trained in the use of other equipment specific to the clinical/non-clinical activities undertaken within the scope of their role.

2.0 OBJECTIVES

2.1 The main objectives of the essential training programme are to ensure that all staff:

- Receive standardised content that reflects EFHL practices and meets our clinical and non-clinical benchmarks;
- Can access eLearning modules at a time and location that suits the individual and the department;
- Are assessed and attain a sufficient level of knowledge to ensure they are competent and compliant; and
- Have a training record that captures all the elements of the course, e.g. eLearning, associated practical sessions and other role specific skills-based training.

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3.0 SCOPE

3.1 This policy applies to all permanent and temporary EFHL staff, bank and agency, volunteers and contractors.

4.0 TRAINING MATRIX AND PERSONAL DEVELOPMENT PLANS

4.1 The Training Matrix is a document that lists:

- All the topics defined by EFHL as key areas required including mandatory training and staff groups that are required to attend each type of training;
- The frequency of updates required for each type of training;
- The compliance for all areas of training required in our Homes;
- All staff would aim to have a Personal Development Plan (PDP), which reflects the requirements of their role as contained in the Training Matrix and has been agreed with their Line Manager as part of their performance review. The PDP should include agreed development initiatives, including relevant qualifications, which will help staff members develop their skills and knowledge to perform job responsibilities in their current and future role;
- The PDP will be approved by the Line Manager if the development initiative meets the following criteria:
 - It will benefit EFHL as well as the individual;
 - It is timely in terms of the individual's career development;
 - It will contribute to the achievement of current and future business objectives;
 - The individual has the necessary understanding, potential and commitment to complete the learning successfully; and
 - It has some immediate benefits to the individual's work, in addition to longer-term development.

5.0 RELEVANT LEGISLATION

5.1 The Health and Safety at Work etc. Act 1974 requires employers to provide information, instruction, training and supervision, as is necessary, to ensure so far as is reasonably practicable the health and safety of employees and others affected by the company's operations.

5.2 The Management of Health and Safety at Work Regulations 1999 identify particular situations where health and safety training are particularly important, e.g. when people start work, on exposure to new or increased risks and where existing skills may need updating.

5.3 Other relevant statutory provisions also require training, including but not limited to:

- Provision and Use of Work Equipment Regulations (PUWER) 1998;

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- Manual Handling Operations Regulations 1992;
- Lifting Operations and Lifting Equipment (LOLER) Regulations 1998;
- Control of Substances Hazardous to Health (COSHH) Regulations 2002;
- and Health and Safety (Display Screen Equipment) Regulations 1992. [Please refer to the appropriate EFHL policies for further details on these prescribed regulations].

5.4 In brief, EFHL must ensure that staff at all levels are 'competent' to perform their duties. Competence is about being able to do something effectively and efficiently. It is brought about by a combination of training, knowledge, skills, experience and other personal qualities relevant to the role.

6.0 IDENTIFYING TRAINING NEED

6.1 Training and development needs for new starters should be identified upon induction.

Other situations where training and development needs may need to be reviewed include:

- when a person is transferred or promoted to a new post involving new duties where existing knowledge or skills may need updating;
- there are significant changes in the working environment;
- there are significant changes to the work activities or equipment used;
- technology changes;
- people may be exposed to new or increased risks; and there has been an accident, incident or near-miss.

7.0 ROLES AND RESPONSIBILITIES

7.1 The Chief Executive Officer (CEO)

7.1.1 The CEO in consultation with the EFHL Board has overall statutory responsibility for risk management across the company.

7.2 Operational Risk Management

7.2.1 Risk management responsibility is delegated through the line management structure from CEO to HR Director, Health and Safety Quality Manager to Operational Support Managers' (OSM's) with General Managers having day to day responsibility for risk control measures within their areas.

7.3 Health and Safety Quality Manager

7.3.1 Devise, implement and reviews the company policy procedures, forms where applicable;

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7.3.2 Advise and assist in the development of health and safety training to meet statutory and wider business requirements;

7.3.3 Monitor the operational application of this policy and associated guidance and escalate to line manager where there is risk;

7.3.4 Liaise with the General Managers to oversee that all employees have access to training which is required for their safe and effective working practice;

7.3.5 Ensure Health and Safety Training is mapped across all job roles, providing a clear Essential learning and development pathway from induction;

7.3.5 Ensure reporting accurately reflects the current compliance of employees and access is restricted to relevant roles;

7.3.6 All training health and safety modules are reviewed quarterly to assure quality and is updated with the learning provider to include any changes in legislation or best practice.

7.4 Operational Support Managers (OSM's)

7.4.1 Ensure that General Managers within their remit, comply with the requirements of this policy and associated guidance documents;

7.4.2 Ensure that General Managers have the appropriate level of competency to enable them to successfully implement and manage Essential Training; and

7.4.3 Provide adequate resources to enable the successful implementation of this policy and associated procedures;

7.4.4 Regularly review with their General Managers, each staff member's compliance with Essential Training within the Home and commensurate with their role, ensuring each Home achieves 85% overall score.

7.5 General Managers (GM's)

7.5.1 Ensure that they familiarise themselves with the policy, procedures and associated guidance;

7.5.2 Ensure all staff and other relevant parties complete Essential Training within required timescales with focus on Mandatory Training and essential training relevant to each role, that ensures EFHL is legally compliant;

7.5.3 Ensure sufficient time and resources are allocated for completion of Essential Training

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and ensure all employees are competent and safe to carry out their duties. NB: Where employees continue to ignore reminders to complete their training, managers will discuss with HR for guidance;

7.5.4 Ensure training needs are undertaken and reviewed as part of Supervisions and recorded.

7.6 Staff

7.6.1 Are responsible for ensuring they have completed eLearning on Virtual College and all mandatory training within the required timescales commensurate with their role. This includes completing any associated practical sessions and other role specific skills-based training within time scales.

7.6.2 Are responsible for attending any training courses and professional updates relevant for their role and professional practice. This includes Registered Nurses updating their continued professional development and Revalidation process for PIN numbers.

7.7 Clinical Care Trainers

7.7.1 Add/delete learners and/or update staff information;

7.7.2 Keep individual and team profiles/positions up to date;

7.7.3 Create/customise reports from e learning provider;

7.7.4 Schedule face to face training and monitor attendance on training matrix and Virtual College;

7.7.4 Assist any learners in accessing and the use of Virtual College;

7.7.5 Reporting usage on Virtual College platform based on the activity of individuals to appropriate parties;

7.7.6 Monitor virtual college performance and troubleshoot any issues, ensuring the business is informed and impact is minimised; and

7.7.7 Work alongside the Deputy manager / CCM to ensure appropriate trained administrative support backup cover is provided during any holiday or periods of leave.

Human Resources

7.8.1 Will work with Executive Team and SMT to ensure that Essential and Mandatory Training requirements are identified, kept up to date and developed;

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7.8.2 Will develop and deliver training/coaching sessions for Managers that cannot be delivered through Virtual College platform but are deemed essential to ensure

Managers have the knowledge and skills to interpret and implement legislative requirements under the Employment Rights Act and other employment related legislation;

7.8.3 Alongside the OSM's will have regular meetings with Virtual College to ensure the platform meets the organisation's and learners' requirements.

8.0 VIRTUAL COLLEGE (EFHL's LEARNING MANAGEMENT SYSTEM)

8.1 Virtual College provides automated learning plans according to an employee's job role.

8.2 All EFHL staff can access customised Essential Training courses via Virtual College.

8.3 Essential Training must be completed on an annual basis unless other frequencies are stipulated below in Diagram 1 on page 9.

8.4 Typical elements of Essential Training courses are:

- introduction and overview;
- presentation of training materials;
- practice items with feedback;
- assessment; and
- feedback/reflection.

9.0 STANDARDISED ESSENTIAL TRAINING

9.1 The Home Training matrix indicates the essential modules presented on Virtual College.

These highlight where a practical element of training will be required. Practical sessions will be either remote or Home based within the actual working environment (NB Allocation of these modules will vary depending on job role, service type and geographic location; see the Essential Learning section on Training Matrix/Virtual College to see which applies to each individual. This list may change to meet current business needs or legislation. It is the responsibility of the individual and General Manager to ensure that this essential training is completed with the required frequency).

9.2 Staff where applicable must attend the associated practical session once an eLearning module on Virtual College has been successfully completed.

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10.0 WHERE LEARNING ELEMENTS OF TRAINING SHOULD BE CARRIED OUT

10.1 Line Managers should plan for their staff to complete on line Essential Training during their normal working hours where possible, i.e. when no replacement costs are incurred.

10.2 An appropriate work area should be made available within the home (i.e. training room, spare office out of hours, etc).

10.3 Where possible, training should NOT be carried out in a public area.

10.4 Interruptions whilst individuals are completing their on-line training modules should be avoided to ensure training is completed in the time that has been allocated.

10.5 Essential mandatory training should be completed at work wherever possible, but at the discretion of the Line Manager (who must agree this in advance) and only in exceptional circumstances staff may be allowed to complete training at home. In such situations, the General Manager and HR must agree and support the request to allow the staff member to complete training at home.

All staff must agree this training time with their line manager and will be paid standard hourly rate for any training carried out at home that has been agreed and this will be paid for the time Virtual College recommend the training should take, to complete not necessarily the time the individual states it took them to complete.

10.6 Essential Training should be completed within the required timescale before individuals will be recompensed.

10.7 On completion of an Essential Training course a certificate can be printed as evidence of completion. Certificates can only be printed when an individual has completed all the elements of the course and if printed, a copy can be provided to the CTC for evidence of completing the course and the Administrator to save on the staff member's electronic file. Alternatively, reports can be produced via Virtual College by either a Line Manager, Home Administrator or staff member to confirm that the staff member has successfully completed training.

10.8 If a staff member is new to EFHL it is the responsibility of the Line Manager to ensure that a training plan is put in place as part of the induction process to ensure that Essential Training is completed within an agreed timescale.

11.0 WHEN SHOULD PRACTICAL ELEMENT OF TRAINING BE COMPLETED

11.1 Wherever possible, E-Learning modules should be completed before attending practical sessions.

11.2 Some practical sessions may be supported with a competency document and

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individuals will not reach training compliance unless all the elements of the course have been completed, e.g. eLearning, associated practical sessions and other role specific skills-based training.

12.0 ALTERNATIVE MODES OF TRAINING DELIVERY

- 12.1 In certain situations, homes will need to deliver skills-based training using traditional modes of delivery. In addition to the essential practical training sessions, other topics will be delivered as appropriate by external trainers and or EFHL trainers/staff.
- 12.2 In particular, Essential Training for staff including bank or agency, in the use of specific equipment this would be provided at induction and prior to the delivery of any clinical/non-clinical service.
- 12.3. Procurement processes for medical devices and other equipment must ensure all staff receives appropriate instruction, demonstration and training in the safe use of such devices/equipment prior to the installation. The General Manager is responsible with guidance from Health and Safety Quality Manager.

13.0 MONITORING AND COMPLIANCE OF POLICY

- 13.1 Individuals will not reach training compliance unless both the on-line eLearning modules and the practical modules, where applicable, have been completed.
- 13.2 Virtual College generates a comprehensive record for all staff completing the Essential Training programme. Local records are to be kept of practical training and observations conducted at the home and details maintained on the Learning Management System (LMS).
- 13.3 There must be a local process in place that will ensure when a staff member does not complete their training it is recorded and follow up arrangements are made to attend within the required timescales.
- 13.4 Compliance may be further assessed during internal and/or external audit.
- 13.5 This policy and its contents will be reviewed every three years by Executives, Health and Safety Quality Manager, Operational Support Managers and HR.

14.0 MONITORING AND COMPLIANCE MATRIX

- 14.1 Through clinical governance framework 100% General Managers are wholly Responsible for full compliance and should weekly monitor and maintain full compliance with their CTC's.

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Diagram 1.0

Course	Schedule	Staff groups
Awareness of Health and Safety at Work	Induction/ every 2 years	All staff
Care Certificate	Once in first year and repeated modules for supervision purposes	Care staff
Communication in Social Care	First year/ Once only	All staff
COSHH Training	Induction/ Every 2 years	All staff
Dementia Awareness Training	Induction/ Every 2 years	All staff
Dignity in Social Care	Induction/ Every year	All staff
Equality, Diversity and Inclusion for Employees	Induction/ Every year	All staff
Infection Prevention in Social Care	Induction/ Every year	All staff
Level 1 Food Safety and Hygiene	Induction/ Every 3 years	Care, Nursing, Laundry, Housekeeping, Admin, Receptionists, Social Events Coordinators/Leaders, Maintenance & Management
Level 2 Food Safety and Hygiene	Induction/ Every 3 years	Catering staff
Allergen Awareness	Induction/ Every 3 years	All staff
Level 2 Safeguarding Adults	Induction/ Every year	Laundry, Housekeeping, Admin, Receptionists, Social Events Co-ordinators/Leaders, Maintenance
Level 3 Safeguarding Adults	Induction/ Every year	Care, Nursing and Management
Mental Health Awareness	Induction/ Every 2 years	Care, Nursing, Laundry, Housekeeping, Admin, Receptionists, Social Events Co-ordinators/Leaders, Maintenance and Management

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Recording and Reporting in Social Care	Induction/ Every 2 years	Care, Nursing, Laundry, Housekeeping, Admin, Receptionists, Social Events Co-ordinators/Leaders, Maintenance and Management
Statutory & Mandatory Training: Fire Safety	Induction/ Every year	Care, Nursing, Laundry, Housekeeping, Admin, Receptionists, Social Events Co-ordinators/Leaders, Maintenance and Management
Statutory & Mandatory Training: Infection Prevention and Control (Clinical)	Induction/ Every 2 years	Care, Nursing
Statutory & Mandatory Training: Moving and Handling (Non Clinical)	Induction/ Every 2 years	Laundry, Housekeeping, Admin, Receptionists, Social Events Co-ordinators/Leaders, Maintenance and Management
The Essentials of Data Protection	Induction/ Every year	All staff
Understanding the Importance of the Mental Capacity Act and Liberty Protection Safeguards	Induction/ Every 2 years	All staff

15.0 REFERENCES

- 15.1 Health and Safety at Work etc. Act 1974
- 15.2 Management of Health and Safety at Work Regulations 1999
- 15.3 Provision and Use of Work Equipment Regulations 1998
- 15.4 Manual Handling Operations Regulations 1992
- 15.5 Lifting Operations and Lifting Equipment (LOLER) Regulations 1998
- 15.6 Control of Substances Hazardous to Health (COSHH) Regulations 2002 12.7 Health and Safety (Display Screen Equipment) Regulations 1992