



## Training and Development Policy

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### 1 COMPANY POLICY ON TRAINING AND DEVELOPMENT

1st Homecare is committed to the training and development of each member of staff, so that it can provide safe and effective care to clients and meet its responsibilities as a provider of domiciliary care services, while supporting staff in their personal development needs.

1st Homecare utilises a number of ways to meet training and development requirements including: induction training, on the job training, attendance at training courses, refresher training (including e-learning), and studying for formal professional qualifications.

### 2 INDUCTION TRAINING

It is the responsibility of 1st Homecare to ensure that each carer is appropriately trained and developed. The training needs of each carer will be assessed on joining and continue to be assessed throughout employment. Carers are also responsible for their continuous development and if there are areas in which a carer feels they need training, or areas in which they are very interested and want to learn more, they should raise this with the appropriate manager.

#### ***New carers new to care – Care Certificate***

New staff who are new to caring, or experienced carers who do not already have the Care Certificate, will undertake Care Certificate training and core (mandatory) training. This is provided through a blended learning approach, combining e-training via a Skills for Care endorsed training provider with face-to-face training provided by managers and other senior staff.

#### ***New carers who are experienced carers***

New starters who are experienced carers who have completed the Care Certificate and have a portable certificate evidencing this will undertake refresher training on joining, as required. They will not usually be required to complete Care Certificate training again. In respect of other new starters who are experienced carers but who have not completed the Care Certificate, 1st Homecare will review what training they have undertaken and can evidence, with a view to assessing whether Care Certificate training is required or other training.

### ***Company induction***

At in house induction, the new employee will be taken through all key aspects of working for 1st Homecare. He or she will also be given dates of training (if applicable), of shadowing, and of spot checks and supervisions including during her/his first 3 months of employment.

Each new employee will also be given log in details to access 1st Homecare's policies and procedures on the staff section of its website, and in his or her first few days will do tests to ensure he or she has understood key policies and procedures including Safeguarding, Whistleblowing, Medication, and Missing Client.

### ***Work shadowing***

All carers new to 1st Homecare will go through a shadowing period with an experienced carer. During this period the experienced carer will instruct the carer who is new to care in the practical elements of the role and the new carer will gradually begin to start doing care work under the guidance of the experienced carer. Experienced carers will also undertake work shadowing. At the end of the shadowing period, the carer will be assessed to see whether he or she is competent and confident to begin working as a carer. The assessment will also cover the practical elements of the Care Certificate that must be observed or demonstrated.

## **3 ONGOING TRAINING AND DEVELOPMENT**

### ***Training Needs***

Each carer's training needs will be identified on an on-going basis, for example through spot checks, the annual appraisal process, and/or supervision meetings – see the Appraisal and Supervision Policy. The carer will complete a Personal Development Plan (PDP) which will be reviewed at regular intervals, to establish what goals the carer has, including with regard to undertaking professional qualifications, and also to identify training needs. Training needs identified by 1st Homecare will be discussed with the carer. A training need is defined as the gap between a carer's current performance and the required performance.

### ***Refresher training***

All carers will be required to undertake refresher training during their employment in accordance with 1st Homecare's training programme. The Attachment to this Policy sets out the current on-going refresher training requirements for all carers. Training will be done face to face or via e-learning.

### ***Specialisms***

Carers are encouraged to undertake training in dementia and/or end of life care, and also in learning disabilities depending what training is offered by the Company. After initial training, further training may be undertaken through studying for a qualification or sourced separately by the Company.

Where required, specialist training will be sourced and provided to carers e.g. stoma care, PEG feeding, pressure stockings. In the case of the Oxford branch of 1st Homecare, specialist training that is delivered by a District Nurse will be arranged as required (Portable Skills Training).

### ***Professional qualifications***

Carers are encouraged to study for a professional qualification, normally a Diploma in Health and Social Care Level 2 or 3. If a carer is interested in doing a professional qualification, he or she should speak in the first instance to the Branch Manager/Registered Manager.

### ***Development Plan***

At supervisions and/or at annual appraisal time, the Personal Development Plan is discussed and the employee's aims and objectives/goals for the year are identified including such matters as studying for a professional qualification or undertaking training in a particular area that is of interest to the carer. This Plan will then be discussed on an ongoing basis at future meetings.

## **4 ACCESS TO TRAINING**

Subject to the criteria set out in this Policy, 1st Homecare will fund training that is:

- necessary for a carer to carry out their job safely and effectively,
- that ensures 1st Homecare complies with its obligations as a provider of domiciliary care,
- that enables it to meet its overall aims and objectives,
- that increases a carer's ability to carry out their job and meets their agreed personal development needs.

All carers are entitled to appropriate training and development, however, all training and development opportunities are subject to the availability of financial and staff resources, and to an assessment of the relevance of the training to the job to be performed by the staff member and his or her training needs. All training and development must first be approved by the Branch Manager, Registered Manager or Training Director, or other manager as appropriate.

Carers leaving 1st Homecare are not entitled to attend further training and development, although in particular circumstances individual cases will be considered.

### **5 STUDY LEAVE**

Any study leave granted is at the discretion of 1st Homecare and must be authorised in advance. Typically, study leave will be granted to individuals who undertake long-term training activities or professional qualifications for which a final examination(s) is required. In such cases the study leave package will usually consist of up to 1 day's study leave for each actual examination, plus 1 day's study leave per exam to allow for preparation. Study leave is not offered to carers who are undertaking short-term courses/qualifications, or which are assessed on course work only. To qualify being considered for study leave, all courses and qualifications must directly relate to 1st Homecare's business and/or assist 1st Homecare in meeting its aims and objectives.

### **6 REPAYMENT OF TRAINING COSTS**

As already outlined above, carers are required to undertake training to ensure they can safely and effectively act as a carer. Carers will also undertake training to enhance their individual performance and as part of their overall development plan. It is important that 1st Homecare benefits fully from such training, and in view of this, it is a condition of employment that in the event a carer leaves 1st Homecare for any reason, the carer will refund all training costs paid for by the Company in the 6 months prior to their departure date. The outstanding monies shall be deducted from the carer's final wages. The carer must pay any balance that is not covered by their final wages, on or before their last working day.

### **7 GENERAL**

1st Homecare may review and amend this Policy at any time. Staff will be informed of any amended version.

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### Attachment

#### Schedule of Basic Training

Type of Training	Initial	Refresher	Frequency of Training
<b>Initial training</b>			
Course for carers new to care	Care Certificate training and core/mandatory training. Delivered via a blended learning approach. Medication training, MCA training, moving and handling and basic life support provided.	N/A	N/A
Experienced carers - refresher training or Care Certificate training where identified as required	Delivered via blended learning. Medication training, MCA training, moving and handling and basic life support provided.	N/A	N/A
<b>Ongoing refresher Training</b>			
Moving & Handling		Face to Face	Annual
Health & Safety		Face to Face or e learning	2 Yearly
Safeguarding		Face to face or e learning	2 Yearly
Mental Capacity Act and DoLS		Face to face or e learning	2 Yearly
Medication		Face to face or e learning	Annual
Infection Control		Face to face or e learning	2 Yearly
Diversity & Inclusion		Face to face or e learning	3 Yearly
Basic Life Support/First Aid		e learning if available or else face to face	Annual
Fire Safety		e learning if available or else face to face	2 Yearly
Food Safety		Face to face or e learning	3 Yearly

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Dignity and Respect		Face to face or e learning	3 Yearly
<b>Specialisms</b>			
Dementia		As sourced by the Company or provided internally, additionally through QCF units if undertaking a QCF	N/A
End of Life		As sourced by the Company or provided internally	N/A
Learning Disabilities		As sourced by the Company and through QCF units if undertaking a QCF	N/A
Other	As required eg. Epilepsy, diabetes, Parkinsons		

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### CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	November 2012	First issue
2	June 2013	Second issue
3	February 2014	Third issue
4	November 2014	Fourth issue – insertion of review date
5	September 2015	Fifth issue – update
6	October 2016	Sixth issue – update, changes to intervals of refresher training and additions to Company induction
7	February 2017	Seventh issue – changes to make applicable to both businesses, plus amendments to time for refreshing training
8	September 2018	Eighth issue – changes to reflect use of freelance internal training provider
9	January 2020	Ninth issue – inclusion of KL office and minor amendments eg. reference to face to face training.
10	September 2022	Tenth issue – amendments due to change to blended learning approach and ability to provide training internally via managers/care supervisors

### DOCUMENT CONTROL

Name of document	Training & Development Policy
Status	Approved
Issue	10
Issue date	September 2022
Maintainer	1HC
Owner	1HC
File name	1HC Training & Development Policy
File location	1HC Policies/HR
Review date	September 2024