

# TRAINING & DEVELOPMENT POLICY & GUIDELINES



## 1. INTRODUCTION

This document represents the formal training and development policy adopted by DRH to ensure that every member of staff within DRH receive some form of training that links into the individuals Job Description, the Homes Role Purpose and Function Document and the Organisational strategy

The Board of Directors fully supports this policy and is committed to developing everyone in the organisation so those individuals can reach their full potential.

The following statements represent the opportunities for all full-time, part-time and job share employees in recognition of DRH **Equal Opportunities Policy**.

## 2. DRH TRAINING COMMITMENT

- DRH aims to meet the needs and requirements of our residents, their carers, and people who buy services for them
- To make sure we are using the best means available to assess needs and to evaluate how well we are meeting those needs.
- We must care for people in a way that affords respect and consideration to our residents.
- Care must be based on the best evidence available and we must evaluate what our Homes achieve for our residents.
- Nothing stands still – residents can always learn new skills and get more out of life. We can always find better ways of caring for people so we all have a responsibility to think about the way we care for residents and try and improve.

- Everybody working for DRH has a responsibility to participate in training and development opportunities so that they can do their work more effectively.
- DRH has a responsibility to ensure that everyone has access to relevant training and to find ways of encouraging staff to take up the opportunities offered.

### 3. RESPONSIBILITY FOR DEVELOPMENT

DRH aims to develop all staff. This needs as much commitment from the individual as DRH. Managers and individuals share responsibility for this development.

### 4. HOW TRAINING WILL BE DELIVERED

DRH recognises the many training methods available and will use the following methods to give suitable and varied training to their staff.

- DRH will access appropriate learning materials and utilise skills and experience of staff by creating an effective training resource in response to identified learning needs. The company has a core of well-trained professionals who will be made available to coach, mentor and counsel staff.
- DRH will also make use of NHS training resources which are made available to them and will select appropriate courses from their programme to suit the needs of our staff
- Staff will be supported in gaining nationally recognised qualifications, if such qualifications can be evidenced as assisting DRH in meeting the commitment made to meet the needs and requirements of our residents, their carers, and people who buy services for them.
- Open or distance learning is recommended as a most cost-effective method of achieving qualification, particularly the appropriate professional qualifications.

### 5. ACCESSING TRAINING

#### PRIOR TO TRAINING

An **Application Form** should be completed by the Applicant before any training takes place. In the case of mandatory training for groups of staff, one application form will suffice with the names of all staff participating in the training. For non-mandatory training the applicant's manager should be assured that the training is relevant and appropriate to both the applicant and post. Reference should be made to:

- Job role
- Home's Role, Purpose & Function
- Outcome of annual staff reviews
- Home's Development Plan
- DRH Training Strategy

When completed the form should be forwarded to Pat MacGregor, Connaught House, 22 Cornwall Road, Dorchester DT1 1RU. Once approved the training details will be placed on a data base and the applicant will be notified of dates/times etc. via Pat MacGregor.

### **POST TRAINING**

A **Training Course/Conference Feedback Form** must be completed following any training. When this has been discussed with the manager the Form should be given to the training Group Member for your location. The training will then be monitored and evaluated at the Staff Training Committee Meetings.

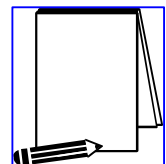
A **Training Course/Conference Post Discussion Form** should be completed with the manager to enable discussion to take place between the manager and the trainee to ensure that the objectives set have been achieved, and, the value of the training to the individual and to the team has been worthwhile.

## **6. STAFF TRAINING COMMITTEE**

Each Home will be represented on The Staff Training Committee which will have the following Terms of Reference:-

- To determine minimum standards of training for all staff groups
- To identify training and development priorities
- To advise on the content of annual training plans
- To consider the implications of evidence based practice on training and development plans
- To monitor the implementation of training plans
- To advise on the effectiveness and appropriateness of training provision.
- To consider strategies which will maximise the use of skills, expertise and other resources which exist within DRH to meet identified training needs(see section 4)
- To consider alternative strategies for meeting particular training and development needs (including self-directed learning, work placed groups, project based, distance and classroom based learning)
- To advise on policy issues relating to training such as the level of financial support which may be awarded to staff pursuing individual courses of study (e.g. Open University)
- The Training Committee will usually meet bi-monthly.

Training 2000/2001  
Reviewed 2006



## **TRAINING & DEVELOPMENT PLAN 2005/2007**

### **MANDATORY TRAINING**

#### **Induction & Foundation Training**

All new staff will receive a comprehensive induction programme. The induction programme which will be phased over a 6 month period will consist of training in the work place, 2 days initial training at Connaught House plus various workshops. DRH induction will reflect the content of the Learning Disability Award Framework and must be completed by all new starters within the 6 month period on commencement of the post.

An Induction checklist will be given to each new starter and will cover all aspects of the individual's role and responsibilities as well as the organisations purpose and values. Each section must be signed and dated by the person giving instruction, on completion of the checklist this should be signed by the Manager. The Manager should return the completed, signed form to Gillian Northcote, Deputy Chief Executive.

#### **Food Hygiene**

It is the Home Manager's responsibility to ensure that all staff handling food have received instruction in basic food hygiene, are acquainted with the local food preparation manual and have obtained the Basic Food Hygiene certificate from Environmental Health. New staff should take the Basic Food Hygiene Course within 4 months of commencement. Dates of courses will be published as available from Environmental Health, or contact Connaught House for the next available dates. A full day refresher course should be taken every 3 – 4 years in accordance with DRH Policy

#### **Fire Safety Training**

Fire Safety Training lecture is delivered annually on site by a qualified Fire Officer. Initial training as shown on the induction checklist should be given as a priority on commencement by the Home Manager or a competent person on site. All staff should receive a minimum of 4 updates of the Home Fire emergency procedures. These may include the annual fire lecture, fire drills or an update by a competent person within the Home. Normally the Fire Officer's secretary will record the date of the fire lecture and will contact the Home Manager when the next is due. If this is not done the Home Manager should contact the Health & Safety Advisor at Connaught House to organise a date.

## **Manual Handling**

Training for all staff in manual handling is mandatory. Staff who do not provide direct support for service users still need training in handling goods, etc. Each Home must have a person nominated and trained as a Manual Handling Co-ordinator. Once trained the coordinator is responsible for training and advising other staff. DRH Manual Handling Advisor is responsible for training individual coordinators.

All new homes staff will receive training during initial induction at Connaught House and receive regular updates from their local MH Co-ordinator.

## **CPR Training (Basic Life Support)**

All new homes staff will participate in a 2 hour CPR training session or attend a First Aid course which includes basic CPR. Training should be undertaken within the first 3 months Basic Life support training is mandatory for all staff employed in the Homes. Courses are available in Bridport, Dorchester and Weymouth areas. Application forms should be sent to the General Administrator at Connaught House.

All homes staff will attend a refresher session every year.

All new homes staff will participate in a 2 hour CPR training session or attend a First Aid course which includes basic CPR. Training should be undertaken within the first 3 months of employment.

## **Automatic External Defibrillator Training**

For the Independent Mental Health Hospitals (Fairfield/ Elsadene) training will be provided to ensure that competent staff are available at all times to utilise defibrillators. Training will be provided by the paramedic services training Officer.

## **Breakaway Training – (Response to Aggression & Violence)**

All nursing, care and other nominated staff will attend a one-day training session on commencement with DRH

All staff will attend a half-day refresher course annually.

Specific training will be given to staff in support of individually designed intervention plans for service users whose behaviour challenges.

## **Health & Safety Training**

Basic Health & Safety Training is mandatory for all staff. All locations should have a named Health & Safety Representative., who will be supported by the Health and Safety Advisor.

A Health & Safety Workbook will be issued to each member of staff. This constitutes part of their training and can be completed individually or in groups according to the Home Manager's preference. It is the Home Manager's responsibility to ensure her/his staff have basic Health & Safety knowledge, have a forum for discussing health & safety matters and that the Health & Safety Workbook is completed. The individual workbooks will be filed in the Home and will be reviewed annually.

## **Risk Assessment and management.**

Each Home will have a person trained as a Risk Assessor capable of carrying out risk assessments within the Home. Training will be provided for risk assessors within DRH during 2005/07 The Health & Safety Advisor is available to assist with risk assessments when required to do so.

## **First Aid Training**

Each Home will have **one** nominated First Aider who will have attended the 5 day First Aid at Work course.

Nominated First Aiders are required to undertake a 2-day re-qualifier course within 3 years of completing the initial qualification.

All new staff undertaking their NVQ in care will have the opportunity to attend a 1 day First Aid Emergency which will incorporate basic resuscitation skills. This one day course will also be available to all staff working within supported accommodation and care homes and will need to be repeated 3 yearly.

## **Control of Infection**

Each Home will have a nominated Control of Infection Link person. Appropriate training and support will be provided.

## **Drug Administration Training**

All support staff who are responsible for the administration of medication will complete a training programme based on NVQ elements. There will be an assessment of competence.

## **National Vocational Qualifications**

### **NVQ Care**

**All Homes** to have at least one NVQ Assessor

All new support workers will be required to undertake an NVQ in care at a minimum of level two.

Existing support workers will be encouraged to undertake a Level 2 or Level 3 NVQ in Care

**DRH** to have at least one internal Verifier, NVQ candidates will be supported by DRH Training Officer

### **NVQ Management Level 4**

All Home Managers will be required to undertake a NVQ Level 4 in Care Home Management. Deputy Managers who also wish to undertake a Level 4 Management NVQ will be supported by DRH.

## **DEVELOPMENT TRAINING**

### **Post-Registration Courses for Qualified Nurses**

DRH will support applications from staff who wish to undertake any professional training that is directly relevant to their work. Courses are provided at Bournemouth, Bristol and Southampton Universities. These courses are funded through the local NHS Workforce Development Confederation and applications are processed via North Dorset NHS Primary Care Trust. While the bulk of their purchasing is with Bournemouth University it is possible to agree funding for Bristol and Southampton. Normally applications for these courses should be submitted in October prior to the academic year in which the course commences to enable funding applications to be made to the Consortium.

DRH will support staff who wish to pursue learning goals that will enhance their contribution to the care of their service users and/or the effectiveness of the organisation. The level of funding which is made available is negotiable according to all relevant circumstances.

## **DEVELOPMENTAL INITIATIVES 2005/2007**

Annually, we will identify specific developmental objectives which will be identified through supervision, annual reviews, training committee and through reference to wider organisational goals. Training resources will be prioritised to address these objectives. Initiatives for 2005/07 are listed below:-

### **Needs Based Person Centred Planning (Life and Support Planning)**

A revised statement of purpose reflecting our needs based approach and the primary objectives of DRH will be considered by the Board. This statement represents a central element of the employment contract and copy will be given to every member of staff.

All DRH staff will participate in a Team "Away-Day", which will consider and clarify the needs based approach to person centred planning and address barriers to successful implementation. These events will commence in January 2006 and will be repeated for each Home (approximately) every 1 year to 18 months. In addition, separate initiatives will be developed to address specific basic needs topics, for example, self esteem and spirituality.

### **Mental Health and Learning Disability**

An introductory information booklet will be produced. This will describe causes and factors, assessment and treatment of common mental health problems which might affect people with a learning disability. Further initiatives may be developed if required.

### **Cognitive Behavioural Therapy**

We will fund up to 15 places on an "in-house" 3 day training course provided by the Association for Psychological Therapy for Fairfield and Elsadene.

### **Positive Behavioural Support**

Our DRH specialist advisor will be available to train and support staff in the implementation of specific behavioural plans for service users whose behaviour may challenge.

## **Equality and Diversity**

A workbook will be developed to enable staff to develop awareness of equality and diversity issues. Every member of staff will be required to consider and complete this workbook and subsequent revisions, annually.

## **Recognition and Prevention of Abuse**

The induction programme will include a workshop on the recognition and prevention of abuse. A workbook will be developed to raise awareness of abuse issues. All existing staff will be required to complete a workbook and to review this annually.

## **Specialist Epilepsy Training**

One member of staff will be funded to undertake the distance learning course provided by Leeds Metropolitan University.

## **Management Development**

We will convene a management development working group to identify an appropriate development programme for current and existing managers/shift supervisors. This programme will be available from Spring 2006.

## **Certificate in Community Mental Health:**

DRH will continue to support applications for staff who wish to undertake this certificate.

## **Autistic Spectrum**

We will consider hosting a "logical/Illogical" presentation by Ross Blackburn, an autistic adult and international authority on autism.

## **Managing Stress – Workshops**

We will continue to offer stress management workshops, providing a minimum of 4 workshops each year.

## **Mini – Bus Driver Training**

This short training session, provided by Dorset County Council, is available to all staff who drive large DRH vehicles

## **Intensive Interaction**

We will produce a "Simple Guide" to Intensive Interaction and review further development needs in this important area of work.

## **EXTERNAL CONFERENCES, WORKSHOPS AND SEMINARS**

DRH will consider supporting applications for training initiatives which are directly related to organisational priorities which have been previously identified.

## **SELF DIRECTED LEARNING**

Use of DRH Simple Guides

Use of professional journals and entitled to receive copies of papers and articles

Use of multi-media for current awareness programmes, etc.

Use of DRH Library and local NHS library facilities.

**ESTIMATED TRAINING 2005/2007**

<b>TYPE OF TRAINING</b>	<b>NO.OF STAFF PER ANNUM</b>
<b>Autistic Spectrum</b>	<b>1</b>
<b>Epilepsy Specialist Nurse</b>	<b>1</b>
<b>Basic Resuscitation</b>	<b>280</b>
<b>Personal Safety &amp; Awareness</b>	<b>40</b>
<b>Personal Safety &amp; Awareness Refresher</b>	<b>240</b>
<b>Cognitive Behavioural Therapy</b>	<b>14</b>
<b>Control of Infection Link person (1 day course)</b>	<b>12</b>
<b>Fire Training – Annual Lecture</b>	<b>280</b>
<b>First Aid at Work (5-day)</b>	<b>3</b>
<b>First Aid Emergency course (1 day)</b>	<b>50</b>
<b>First Aid re-qualifier (2-day course)</b>	<b>3</b>
<b>Food Hygiene</b>	<b>40</b>
<b>Food Hygiene – Refresher Courses</b>	<b>40</b>
<b>Health &amp; Safety Workbook &amp; Home based training</b>	<b>280</b>
<b>Induction Training</b>	<b>40</b>
<b>Manual Handling</b>	<b>40</b>
<b>Manual Handling – Refresher</b>	<b>240</b>
<b>Manual Handling Co-ordinator (5 day course)</b>	<b>10</b>
<b>Mental Health in Learning Disability</b>	<b>1</b>
<b>NVQ for existing staff</b>	<b>40</b>
<b>NVQ for new staff</b>	<b>12</b>
<b>NVQ Management</b>	<b>4</b>
<b>Risk Assessment Training</b>	<b>30</b>
<b>Various courses via Learning Centre</b>	<b>100</b>