



TRAINING WITH VISION

Delivering Induction: A Care Home Manager's Guide



Please Note: This sample of Delivering Induction: A Care Home Manager's Guide is reproduced free of charge for evaluation purposes only. It must not form any part of your training program without the express permission of BVS Training Ltd. This sample shows only a selection of pages from the full 'Care Home Induction Package' which includes:

17 videos (DVD or VHS) • 3 Schemes of Work • Up to 17 Sessions • 17 sets of subject specific Q&As • Skills Scan • Reference Request • Evaluation forms • Training Records and free Skills for Care Progress Log and Certificate.

As part of the Complete Induction Solution

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The contents of your Care Home Induction Package:

CD-ROM:

- Skills Scan
- Trainer's Guide
- Scheme of work
- Lesson Plans
- Handouts
- Question & Answers
- CIS Log
- CIS Certificate

TITLES:

Principles of Person Centred Care Parts 1 and 2

Role of the Care Worker

Medication in the Care Home

Health and Safety in the Care Home

Risk Assessment for Health & Safety

Fire Safety 1: Hazards & Prevention

Fire Safety 2: Drills & Evacuation

Effective Hand Hygiene

Moving & Handling Theory

Moving & Handling Assessments

Moving & Handling Practical

Emergency First Aid in the Care Home

Effective Communication 1

Effective Communication 2 (Written Communication)

Raising Concerns & Whistleblowing

Safeguarding Vulnerable Adults in the Care Home

Develop as a Worker



Chapter 5: The Skills Scan

Seventy per cent of social care providers have experienced some difficulty attracting staff. Some organisations have found it useful to hold 'open days' where they introduce potential new workers to the role of a carer. You may find it useful to include the BVS 'Role of the Care Worker' training session as part of such a day, to give participants a good understanding of what the job entails and begin gathering evidence for CIS.

The following skills scan is designed to collect detailed information about a new worker. You can use it in one of three ways; at application (recommended), at interview or at the beginning of their induction.

You should provide equal opportunities for all applicants. As part of this you should provide those with learning difficulties or who find it difficult to read an equal chance to succeed. This may mean providing applicants with an alternative way to complete the skills scan that is achievable for them.

In most cases the simplest way overcome these challenges is to use the skills scan as instructed in Option 2 with yourself or a senior care worker asking the questions and recording the applicant's answers.

If their answers suggest that they do not have an adequate level of knowledge or skills in a particular area you must provide training for them.

If you wish you can add additional questions in the box provided at the end of the skills scan.

Option 1: During the application process

The following Skills Scan can be sent out with your application form. The questions relate to the **Common Induction Standards**. The applicant must give examples of any training or knowledge that they have in the identified areas. You can follow this up at interview with questions selected from the supplied question sheets included in this BVS training pack if you wish to clarify any areas. Their answers will give you some evidence of their knowledge and skills which in turn will help you assess the candidates' competence and skills against the Common Induction Standards.

Option 2: At interview

Ask the candidate to arrive early and ask them to complete the Skills Scan. You will then have the information to discuss at interview and to plan the individual's induction if they start.

Option 3: At induction

By asking the new worker to complete the form and discussing it with them you will identify in which CIS areas they have the required knowledge and skills. This enables you to plan where you can check their competence by questioning and observation and where you will need to provide training. If there are service specific areas in which you need your staff to be competent these can be added to this form.

Please Note: As part of the full Delivering Induction: A Care Home Manager's Guide BVS supply you with a pre-prepared Skills Scan that you can print and use whenever the need arises. As part of this free version only a small sample of the Skills Scan has been included. Similar material that is available to customers but not in this document are:

Reference Request forms • Induction Roadmap • Individual Induction Plan • BVS/Common Induction Standards Achievement Grid • Workplace Specific Common Induction Standards Achievement Plan • Personal Development Plan

Call 0845 644 2866 for more details.

The Skills Scan

Please complete and return this form, it will give a clear indication of your relevant knowledge and skills. However, don't worry if you do not have the knowledge and skills listed here as this is designed to build a picture of your training needs.

Your Name:

Contact details:

Reference / Application Number:

Date:

Position applied for:

Please circle Yes/No and give details where asked.

1. Do you understand what the 'Principles of Care' are? **Yes/No**

2. Are you confident that you can put them into practice? **Yes/No**
If yes, please give an example of how you have previously done this in your work

3. Do you know how to promote equal opportunities in a care setting? **Yes/No**
If yes, please give an example of how you have previously done this in your work

4. Do you understand what is meant by confidentiality? **Yes/No**
If yes, please give an example of how you have demonstrated this understanding in your work

5. Do you know how to maintain the privacy and dignity of those in your care? **Yes/No**
If yes, please give an example of how you have demonstrated this in your work

6. Do you know what is meant by 'Person Centred Care'? **Yes/No**
If yes, please give an example of how you have demonstrated this understanding in your work

7. Do people in your care have choice? **Yes/No**
If yes, please give an example of how you have demonstrated this in your work

8. Can you explain what a care plan is and how it is used it? **Yes/No**
If yes, please give an explanation

Scheme of Work 1:

Induction Training Plan for Workers New to Care

Managers Notes

Workers who are new to care are going to need training and support in all areas of the CIS and their new job role.

BVS training materials provide the knowledge needed to meet and exceed the Common Induction Standards. The fact that all BVS materials are filmed in real working Care Homes means that through the BVS footage and exercises some of your setting specific questions may also be covered.

As a manager you need to ensure that whoever delivers the training has the skills and knowledge to do so.

The BVS/CIS reference grid (Resource 2) found in Appendix 2 illustrates how the Common Induction Standards are covered by following this Scheme of Work. This grid and the Skills for Care Progress Log and Certificate, plus all of the evidence gained throughout the sessions can be used to demonstrate to inspectors that your new worker has completed a full induction. This can be found in Appendix 1.

If your new worker will be involved in personal care then you will need to include training in this area. Training for this type of task is often best provided by partnering new workers with senior staff, who can operate as a 'mentor'. In fact, you may find it helpful to partner all new starters with a mentor throughout the induction process. This can help new staff to settle in and build good morale.

This Scheme of Work covers the 12 week induction period. However, you can vary it to suit your organisation. For instance, you may want to provide induction in a two week block at the start.

All workers must complete their induction before being allowed to work alone and must be trained before being asked to perform tasks for which training is mandatory, for example, moving and handling.

It may be that during the workers induction period you are running sessions for other staff in, for example, infection control or risk assessment. If this is the case then the new worker can participate even if it occurs at a different point in their induction to the one on the Scheme of Work.

As the worker progresses through their induction you should assess their knowledge as demonstrated through their answers to questions and activities during sessions. Once you are satisfied that their knowledge and skills in that area are sufficient to meet the needs of your service complete the appropriate section of their Skills for Care progress log. Use Resource 2 to identify which CIS they should be able to meet by the end of each session.



In the Common Induction Standards you will see that some elements are in a bold typeface. These are workplace specific requirements, such as your policies and procedures and security arrangements. Obviously the BVS resources will not be able to cover all of the workplace specific training areas although there are regular references to your organisation's policies and procedures.

To cover these standards you need to make sure the new worker is aware of and understands the policies and procedures identified in the CIS. You can achieve this through supervision, team meetings and on the job coaching as issues arise.

Please Note: As part of the full Delivering Induction: A Care Home Manager's Guide this skill continues, asking a total of 37 questions to assess a new worker's knowledge in all areas of social care. The Skills Scan is based on the requirements of the Common Induction Standards.

Call 0845 644 2866 for more details.

Full Induction Training Plan (Scheme of Work 1)

First day

Start by welcoming the worker and dealing with administrative issues. For example, uniform, timesheets, pay, work rota, supervision, training opportunities.

Give them a tour of the building and explanation of your service and its values, introducing them to colleagues and service users.

Point out health, safety and fire procedures as required for everyone in the building including security as per CIS standards 3.7.1 and 3.7.2.

Give them an induction plan detailing what they will be doing and when. You can complete the Individual Induction Plan from Appendix 1 or create your own. You should also give them the Skills for Care documentation, progress log and certificate.

Whilst explaining the Scheme of Work be sure to explain that they will be expected to produce evidence of their understanding and be observed whilst working. Explain why they need to develop this knowledge and skill set as stated in CIS 6.2.1 and 6.2.2.

Check whether the worker has any Basic Skills needs which you have not yet identified. If they do you will need to access suitable support for them to run alongside their induction. Your NVQ training organisation, Learn Direct or the Learning and Skills Council may be able to help. For more information please refer to the section of Language, Literacy and Numeracy Skills (Skills for Life) section of this document, which can be found in the Introduction on page 2.

Session 1

Day 1

Duration 5 Hours

Session 1

Principles of Person Centred Care

Follow the Lesson Plan from the subject specific resources on the CD-ROM which will include playing chapters 1 – 11 of 'Principles of Person Centred Care - Part 1' DVD / video

Ask participants to complete all questions individually and return to keep as a record of their learning.

Follow the Lesson Plan from the subject specific resources on the CD-ROM which will include chapters 1 – 6 of 'Principles of Person Centred Care - Part 2' DVD / video

Give the worker a copy of your policies and procedures. Point out to them and ask them to have read the ones relevant to the following topics by session 12.

Information sharing	(CIS 1.2.3)
Use of Care plans	(CIS 1.3.5)
Risk Assessment	(CIS 1.4.2/3)
Partnership Working	(CIS 2.1.3)
Health & Safety	(CIS 3.1.2/3/4)
Fire Safety	(CIS 3.3.1)
Medication & Health Care tasks	(CIS 3.6.1/2/3)
Security	(CIS 3.7.1/2)
Reporting and Record Keeping	(CIS 4.3.1/4)
Abuse & Neglect	(CIS 5.1.2/3, 5.4.2)
Whistleblowing	(CIS 5.5.2/3)
Supervision	(CIS 6.1.1/2)

If reading through the policies listed above you feel the worker will need further explanation as well as what which is stated in your policies and procedures make yourself a list and go through that information in Session 2.

Explain their new job description, explain how it relates to the organisation aims and values and the GSCC code then check they have understood what you have told them (CIS 2.1.2).

Explain to them the different types of records and reports they will be expected to keep (4.3.1) and ask them to bring examples that they have produced to Session 4.

N.B. When reviewing and updating your policies it is advisable to ensure they fully cover the information and guidance expected in the CIS above.

At the end of the session, if all activities have been successfully completed and you have gained enough evidence of the candidates knowledge and skills you can sign off the following areas in the Skills for Care Progress Log and Certificate:

1.1.1 1.1.2 1.1.3 1.2.1 1.2.2 1.2.3 1.3.1 1.3.2 1.3.3 1.3.4
1.3.5 1.4.1 1.4.2 1.4.3 2.1.2 2.1.3 3.1.4 3.7.1 3.7.2

NB: If you feel that there is insufficient evidence or learning to complete any area of the progress log at this stage you should not sign it off. As part of this Scheme of Work you will recap on these areas and check the worker's learning.

Session 2a

Week 1

Duration 3 Hours

Session 2a

Role of the Care Worker

Play Chapters 1 – 7 of 'Role of the Care Worker'

Follow the Lesson Plan on the Subject specific resources on CD-ROM

Ask participants to complete all questions individually and return to keep as a record of their learning.

At the end of the session, if all activities have been successfully completed and you have gained enough evidence of the candidates knowledge and skills you can sign off the following areas in the Skills for Care Progress Log and Certificate:

2.1.1 2.1.4 2.2.1 2.3.1 2.3.2

Session 2b

Week 1

Duration 3 Hours

Session 2b

Medication in the Care Home

Follow the Lesson Plan A - Induction on the Subject specific resources on CD-ROM for 'Medication in the Care Home' DVD / video.

Ask participants to complete the induction questions individually and return to keep as a record of their learning.

Discuss with your worker the contents of the video and reflect on your medication policies and procedures as mentioned in session 1 of this Scheme of Work. Ask relevant questions that allow you to assess whether the worker has understood your medication policy and why you have one.

At the end of the session, if all activities have been successfully completed and you have gained enough evidence of the candidates knowledge and skills you can sign off the following areas in the Skills for Care Progress Log and Certificate:

3.6.1 3.6.2 3.6.3

Please Note: As part of the full *Delivering Induction: A Care Home Manager's Guide* each scheme of work provides enough sessions to complete a full induction within the 12 weeks stated by Skills for Care.

Call 0845 644 2866 for more details.

Session 3

Week 2

Duration 1 Day

Session 3

Effective Communication 1

Follow the Lesson Plan from the subject specific resources on the CD-ROM which will include chapters 1 – 20 of 'Effective Communication 1' DVD.

Ask participants to complete all questions individually and return to keep as a record of their learning.

Discuss with your worker the various forms of verbal and non-verbal communication that you use in your workplace. Many of these are likely to have been illustrated in the video. You may find it useful to highlight specific methods of overcoming particular barriers to communication that are present in your service setting. Explain to them the types of communication used with your service users.

At the end of the session, if all activities have been successfully completed and you have gained enough evidence of the candidates knowledge and skills you can sign off the following areas in the Skills for Care Progress Log and

Sam's Story

Sam is working in a Care Home for the first time; previously she worked for a local Hotelier. The Skills Scan, which was part of the application process, revealed that she had no relevant knowledge or experience, but had some familiarity with elements of Health & Safety and COSHH, from her previous role.

At her interview, Sam explained that she was Dyslexic and that this meant that sometimes she struggled to complete forms and that written exercises could be a problem.

Her manager inducted her using Scheme of Work 1 working around written exercises by reading the questions to her and writing down her responses. Sam was paired with a mentor who helped her with the record keeping elements of the Induction.

Having successfully completed her induction Sam has been tasked with continuing to work with her mentor, who will provide ongoing support for her in record keeping. She will also be beginning to study towards an NVQ later in the year.