

Staff Training and Development Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

This policy provides guidance on the type, purpose and frequency of training required of workers employed by Clinical24 Staffing Limited. The aim is to ensure all workers are both legally compliant and equipped with the correct skills to provide the highest possible level of care and support to our clients.

Statement

This policy has been developed in line with Clinical24 Staffing Limited's overall vision and strategy and reflects a belief in the need to develop all workers, whether employed on a full or part time basis.

It is based on the principles that Clinical24 Staffing Limited:

- Thinks of its workforce as an asset and believes that it should invest in that asset.
- Believes that all its workers have the potential to grow, both in their work role and personally, and it shall endeavour to provide opportunities for this growth.
- Considers it appropriate to base such training and development opportunities on the requirements of the business and decisions about investment in worker training and development will be made accordingly.
- Believes that the responsibility for training and development should be shared between Clinical24 Staffing Limited and its workforce.
- Will ensure that appropriate procedures are in place to plan, deliver and evaluate training and development activity.
- Wants to empower its workers to take ownership of their own development with support from their managers and Clinical24 Staffing Limited.
- Believes that its line managers have a key role to play in people development.

- Reviews regularly its overall level of investment in worker training and development to ensure that adequate and appropriate resources are provided.

The aim is to provide quality training to all workers: from new recruits to current experienced workers with a long record of service in the health and social care sector.

Procedures and Guidance

The organisation aims to meet the training needs of workers in the following ways:

Induction

The Compliance Team, in liaison with the Recruitment Team, Operations Manager and Registered Manager are responsible for ensuring that all new workers, and staff transferring to a new job or section within an organisation, receive appropriate induction and training.

The main purpose of the induction process is to enable a new worker to become productive as quickly and effectively as possible. Each induction process will be comprehensive but will also be tailored to the individual worker's prior knowledge and experience levels.

A Personal Development Plan for each new worker will be drawn up during the supervision and appraisal process.

Mandatory Training

Clinical24 Staffing Limited's training policy, in line with current legislation states that all staff must undertake or produce evidence of mandatory training.

If upon completion of your training with Clinical24 Staffing Limited you require a copy of your training certificate, a charge will be applicable.

For clarity, attendance of a course describes either attendance in person for a face-to-face training course or attendance digitally for an online training course. In either case, attendance is required for the full duration of all session/s.

New workers will receive mandatory training relevant to their roles. Following their induction staff will have completed the relevant mandatory training and competency updates including:

- Basic Life Support
- Patient Handling/Manual Handling
- Complaints Handling
- Dysphagia
- Equality & Diversity
- Falls Prevention
- Fire Safety
- Food Hygiene
- Handling Violence & Aggression

- Health & Safety
- Infection Control
- Information Governance, including GDPR
- Lone Worker
- Medication Management
- Mental Capacity Act, including DoLS
- NEWS
- Safeguarding Adults
- Safeguarding Children & Young People
- Tissue Viability/Pressure Ulcer
- MAPA /CPI (as required)

Course Advertisement and Attendance Listing

Once the Compliance Team is aware of a Training Course available, they will identify the workers who are required to attend.

If you are required to attend a training course, you will be contacted and advised of the Date, Time and Location of Training and any course specific information you may need.

Attendance of mandatory training courses forms part of the terms and conditions of your contract and failure to attend may result in Clinical24 Staffing Limited being unable to offer you future work.

The Trainer will be provided with a list of those people who have confirmed attendance of the course.

Course Non-Attendance – First Instance

The Trainer will inform the Compliance Officer of anyone who has not attended the Mandatory Training from the confirmed attendee list.

If you are unable to attend the course, it is essential that you speak to the Compliance Department to let them know.

You will be required to complete a Non-Attendance of Training Interview and agree a date to complete the training. You will be informed at this meeting that should you fail to attend the re scheduled course you will be placed 'On Hold' until training is completed and may be requested to reimburse the cost of the training.

You will receive confirmation from the Compliance Department of the details of the next available course as agreed in the Non-Attendance of Training Interview.

Course Non-Attendance – Second Instance

If you fail to attend the re scheduled training course, you will be required to attend a second non-attendance of training interview with the Registered Manager

If you are unable to provide a satisfactory reason for non-attendance of training during the Interview you will be placed 'On Hold' until training is completed and may be requested to reimburse the cost of the training.

Non-Mandatory Training

It is Clinical24 Staffing Limited's policy to encourage workers to undertake training and development that relates to their work and their careers, in order to improve individuals' job performance and organisational service. In conjunction with the Registered Manager, staff members are asked to identify their training and development needs and requirements for the year ahead as part of the Appraisal process.

Agreed additional training and other developmental goals can be added to each member of staff's Personal Development Plan at, or following, any review point with the Registered Manager.

Specialised Training

We are committed to providing further training opportunities for our workers as identified as part of the Performance Appraisal Process. This may include specialist training that is specific to the needs of individual Clients.

Performance Management

Clinical24 Staffing Limited is committed to ensuring ongoing development of workers through regular supervision meetings with our workers to discuss organisational, professional and personal objectives. Further information can be found in Clinical24 Staffing Limited Appraisal and Supervision policies.

Mentorship

Mentorship provides an opportunity for supervised guidance, direction and monitoring in your work placements. Mentorship is a valuable part of a worker's development.

Review and Updates

This Policy will be reviewed annually to ensure its effectiveness, relevance, and compliance with evolving regulatory requirements.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

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