



# Libertatem Healthcare Group

## Education and training

### Policy and Procedure

Notice to employees using a paper copy of this policy  
The company Policies folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

## Document Control

<b>Document Name</b>	Education and Training of Care Workers
<b>Author</b>	Karen Hodgkinson
<b>Purpose</b>	Libertatem Healthcare Group is committed to providing the highest standards of care and service to people. This includes ensuring that each care worker receives the appropriate mandatory and specialist training required to enable safe and effective care to be delivered to the people we support.
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## Version Control

<b>Version</b>	<b>Date</b>	<b>Amended by</b>	<b>Comments</b>
V1.0	10.11.2017	Karen Hodgkinson	New policy implemented
V2.0	20.04.2019	Karen Hodgkinson	Information adapted regarding updates of mandatory training, Addition of Care Certificate
V3.0	27.06.2019	Karen Hodgkinson	Reviewed and Version and document control standardised

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## **Introduction**

The aims of this policy are:-

- To establish a framework for mandatory training for care staff
- To promote a safe working environment for our staff and the people we support in line with current legislation and guidance.
- To ensure that the care support team receive appropriate mandatory and bespoke training and education to undertake their role effectively and safely.
- To ensure that the care support team are supported in their professional development through supervision and appraisal.

## **Underlying Principles**

Libertatem Healthcare aims to promote the independence of the person receiving support by consulting with them, or their nominated representatives about support requirements and agreeing the support to be provided through a robust assessment process. As part of the assessment process a training needs analysis will be undertaken to ensure that we provide the care staff with the appropriate training to enable them to provide specialised care.

Libertatem Healthcare will ensure that systems are in place to evidence and record training and ensure that updates are undertaken as directed in this policy.

## **Mandatory training**

Mandatory training is any statutory or compulsory training that Libertatem Healthcare requires the care support worker to undertake.

This will enable the care support worker to:-

- Comply with the law and requirements of the regulatory bodies
- Carry out their daily duties safely, effectively and efficiently
- Reduce and address areas of risk
- Maintain competence to the required standards expected by our clients and external regulatory bodies

Mandatory training is undertaken predominantly by e-learning with some aspects undertaken in face to face training (see appendix 1- Training matrix) and will be completed within one month of commencement of role.

It is the responsibility of the Libertatem Healthcare management team to ensure each individual member of the care team has a training profile established on the e-portal and is forward information containing their log in details.

Each care worker has the responsibility to ensure that all modules assigned are completed as soon as possible to become compliant to undertake work.

Updates will be organised as directed in appendix 1 or if further need is identified through supervision or appraisal.

On expiry of the module, the coordinator will reassign the learning module to the worker and this must be completed within 4 weeks of previous module expiring.

The Manager will ensure that compliance of all workers is audited and monitored and will address with each individual their training needs from induction and then ongoing through supervision and appraisal.

### **Bespoke training**

Bespoke training is client specific. It is organised to address the training needs for the care support worker, individual to one specific client. It is arranged after a full needs assessment has been completed by the clinician. A training needs analysis will be completed and an individualised training session will then be organised for the care worker/ support team.

On completion of theoretical training the care support worker will be supported through shadow shifts, clinically supervised shifts and then will be assessed by a suitably qualified health professional to enable delegation of task, specific to the individual client and client care and support plan. Ongoing assessment will be monitored through clinical supervision and appraisal.

### **Responsibility of Care support worker**

- To undertake and complete assigned mandatory training within one month of commencement of role
- Is responsible for ensuring mandatory training is renewed in a timely fashion to ensure that they remain compliant and able to undertake duties
- To attend face to face training as requested
- To attend bespoke training as identified for specific clients
- To liaise with Libertatem Healthcare manager if new training needs arise
- To participate in ongoing supervision and appraisal.

### **Responsibility of Libertatem Healthcare Managers**

- To ensure all training certificates provided at induction are verified and entered into the database. All certificates of training within the last year will be accepted as current. Training certificates must correspond to the modules required as evidenced in appendix 1.
- All evidence of training is uploaded and stored in the employee file on the e-portal.
- Ensure that renewal dates for training are input as per the training matrix to ensure training reminders are emailed to the care support worker from 90 days before expiry of the course
- Ensure that compliance for training is monitored and any non-compliance is addressed
- To support staff with continued professional development to enable them to functional safely and effectively in their role.

## **The Care Certificate**

Developed following the review of health and social care support workers by Camilla Cavendish (2013), the [Care Certificate](#) is an identified set of standards that health and social care workers adhere to in their daily working life.

Designed with the unregistered workforce in mind, the Care Certificate was developed to provide structured and consistent learning to ensure that care workers have the same introductory skills, knowledge and behaviours to provide compassionate, safe, quality care and support. The Care Certificate consists of 15 standards, all of which individuals need to complete in full before they can be awarded their certificate. The standards require both theoretical study and practical application within the student's place of work.

When an applicant is recruited that is new to care, we will ensure they are supported to complete the care certificate within their first 6 months of commencing work. They will be supported in their learning through eLearning, supervision in practice and through ongoing support and mentoring. This will be facilitated by the Registered nurses overseeing clinical care packages and the healthcare coordinators.

When an employee commences work at Libertatem Healthcare Group within 12 months of completion of the care certificate we will verify the qualification and any certificates and evidence of additional training that they have undertaken. This may mean that they do not need to undertake all modules of mandatory training and a renewal date will be applied according to their certificate. Any modules not supported with evidence must be completed as part of their mandatory training.

Modules that are usually exempt after completion of the care certificate will be:

Equality and Diversity

Safeguarding Adults

Safeguarding Children

Infection control

Basic Life support

Health and safety

Nutrition awareness

## APPENDIX 1- Training Matrix

Course	Who	How	Frequency
Basic Life support & First Aid	Care workers and Registered Nurses	Face to face E-learning	3 years 1 year
Control of Substances Hazardous to Health (COSHH)	All staff	E-learning	3 years
Equality, Diversity and Human Rights	All staff	E-Learning	3 years
Fire safety	All staff	E-Learning	3 years
Food safety Level 1	Care workers and Registered Nurses	E- Learning	3 years
Health and Safety	All staff	E-learning	3 years
Infection Control	Care workers and Registered Nurses	E-Learning	1 year
<b>Information Governance</b>	All staff	E-Learning	3 years
Medication Training	Care workers and registered Nurses	E-Learning	1 year
Mental Capacity Act and Deprivation of Liberty	All staff	E-Learning	3 years
Moving and handling people	Care workers and Registered Nurses	E-Learning	1 year
Nutrition Awareness	Care workers and Registered Nurses	E-Learning	3 years
RIDDOR	All staff	E-Learning	3 years
Safeguarding Children Level 3	All staff	E-Learning	3 years
Safeguarding Adults	All staff	E-Learning	3 years