



## Education and training for support workers

### 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
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<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
V4.0	29.06.2020	Karen Hodgkinson	Updated to reflect skills for care core modules, rewritten policy and aims. New modules as core and extra as necessary
V5	22.03.2022	Karen Hodgkinson	Reviewed and amended to reflect changes post pandemic and introduction of new software to monitor compliance

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## **1.0 Introduction**

Libertatem Healthcare is committed to delivering high quality and safe standards of care, support and rehabilitation to our clients. To provide assurance that its services are effective and safe the organisation will ensure that it has a workforce that is competent and capable.

## **2.0 Purpose**

The purpose of this procedure is to set out the required standards for mandatory/ statutory training and training for bespoke clinical needs dependent upon client needs and for continuing professional development.

## **3.0 Scope**

This policy and procedure applies to all support workers and staff.

## **4.0 Responsibilities**

### **4.1 Board of Directors**

- Are responsible for ensuring that this procedure is implemented, but in practice will delegate the operational management of the requirements to the Registered Manager.

### **4.2 Registered Manager**

- Has overall responsibility on behalf of the board of Directors for the implementation of this procedure.
- Will ensure that the Board of Directors are provided with timely and accurate information about mandatory and statutory training requirements and compliance.
- Will ensure that bespoke training is organised and delivered where appropriate in liaison with the regional clinical nurse
- Run weekly audits of training compliance and disseminate information to team so that staff can be contacted to complete training to remain compliant.

### **4.3 Healthcare Coordinators**

- To ensure all training certificates are accurately uploaded to LHG software with appropriate expiry dates
- To maintain ongoing check that all of their staff have complete mandatory/ statutory and bespoke training modules and that they remain compliant with the required standards.
- Review training requirements during quarterly supervisions and annual appraisal and ensure staff are aware of modules that are close to renewal or have expired
- Ensure the Registered Manager is aware of any staff who are non-compliant
- To offer support to staff with continued professional development to enable them to function safely and effectively in their role.

### **4.4 Recruitment team:**

- Create for each successful candidate a training profile on the training e-portal and assign all mandatory modules.
- Will forward information containing log in details and how to access the platform to each successful candidate.
- To upload all successfully completed training to the recruited workers training file and ensure details uploaded to LHG software with accurate expiry dates

- Will liaise with the coordinators regarding candidate's successful completion of mandatory training modules and compliance to work.

#### **4.6 Regional Clinical Nurse**

- To ensure that all support workers are provided with training to support client specific clinical delivery of care
- Where specialist training is an identified need for the support worker, the clinical nurse will ensure this is approved by the operations team prior to this being booked and ensure funding has been secured.
- Liaise with the care coordinators to arrange training sessions for teams or individuals as appropriate.
- Deliver theory training via face to face sessions or via zoom. This can be delivered for groups or delivered on a 1:1 basis
- Certificates will be provided to the care coordinators of bespoke client specific training to upload to the support worker file and uploaded onto the LHG software.

#### **4.6 Support workers**

- To undertake and complete assigned mandatory training prior to commencement of role
- Ensuring mandatory training is completed to ensure it can be renewed in a timely fashion to ensure that they remain compliant and able to undertake duties
- Will attend face to face training as requested
- Will attend bespoke training as identified for specific clients
- To liaise with care coordinator or regional clinical nurse if new training needs arise
- To participate in ongoing supervision and appraisal.

### **5.0 Procedure**

#### **5.1 Mandatory training**

Mandatory training is any statutory or compulsory training that Libertatem Healthcare requires the care support worker to undertake in line with current regulations and legislation.

Libertatem Healthcare have adopted the national standards set out in the Skills for Health core skills framework which recommends the appropriate time periods for refresher training (appendix 1).

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 platform and will be completed prior to commencement of role and renewed as per guidance in appendix 1.

The Registered Manager will ensure that training compliance of all workers is reviewed on a weekly basis through use of audit tab within the Libertatem Healthcare software.

#### **5.2 Bespoke training**

Bespoke training is client specific. It is organised to address the training needs for the support worker which is 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 during assessment and an individualised training plan will then be organised for the care worker/ support team.

Bespoke training can be delivered through a number of platforms including classroom based, 1:1 or E-learning or via the zoom video conferencing software. The training may be provided by the lead clinical nurses using internally developed training programmes or via external specialist trainers.

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

Ongoing assessment will be monitored through clinical supervision and annual renewal of competency which is mandatory and failure to comply may result in removal from assigned shifts until this has been completed.

See Appendix 2 for bespoke training (this is not an exhaustive list as we will source training for any assessed identified need)

**\*\*\*\*\* On completion of training all certificates issued will be stored in the personnel file as evidence, but remain the property of Libertatem Healthcare Group\*\*\*\*\***

### **5.3 Non Compliance**

Where a member of staff becomes non-compliant across any of the mandatory training requirements, they will receive one month's notice in writing, to complete the outstanding training requirements. Failure to complete in the allocated timeframe may result in the following sanctions:

- Letter sent by the Registered Manager requesting completion by a definitive end date;
- Disciplinary procedures implemented

Failure to become compliant within one further month will result in removal of the worker from their assignment until they are compliant when they will then be reassigned.

## **6.0 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 created 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.

### **6.1 Process for completion of care certificate**

- The support worker will complete the Care Certificate eLearning modules which will be assigned from the ELearning platform.
- Their learning and development will be supported and underpinned by their completion of the Care Certificate workbook accessed via Skills for care.
- The workbook and associated reflections and evidence will be reviewed by the clinician supporting the worker.
- The clinician will also undertake observation in clinical practice and will complete the observation, assessment and feedback documents.

- Once all has been completed satisfactorily a certificate will be issued as evidence of completion.
- We anticipate that a new support worker will complete the care certificate within their first 6 months of commencing work.

When an employee commences work at Libertatem Healthcare Group, if they have completed the full Care Certificate within the past 12 months, we will gather evidence and verify the qualification, and any certificates or evidence of additional training that they have undertaken.

## **7.0 References**

<https://www.skillsforcare.org.uk/Documents/Learning-and-development/Ongoing-learning-and-development/Guide-to-developing-your-staff/Core-and-mandatory-training.pdf> [accessed online 22.03.2022]

## Appendix 1- Adapted table from Skills for Care- Core and mandatory training

Key: Green – Mandatory training all workers pre start

Orange - Client specific where need identified

TOPIC	MINIMUM LEARNING OUTCOMES	Links to: CQC key lines of enquiry (KLOEs) CQC fundamental Standards	Suggested refresher frequency	Covered in The training Shop module
Assisting and moving people	<p>Will be dependent on the workers role and responsibilities and appropriate training should be provided to enable the worker to:</p> <ul style="list-style-type: none"> <li>■ be able to move and position an individual safely.</li> <li>■ use equipment which may be required.</li> <li>■ understand current legislation, national guidelines, policies, procedures and protocols in relation to moving and positioning individuals.</li> <li>■ understand anatomy and physiology in relation to moving and positioning individuals.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S2, S3 Effective: E1, E2</p> <p><b>CQC fundamental standards</b> Safety</p>	We recommend learning is refreshed and knowledge and competence assessed at least annually and when a new risk is introduced.	Moving and handling People



	<ul style="list-style-type: none"> <li>■ be able to minimise risk before moving and positioning individuals.</li> <li>■ know when to seek advice and/or assistance from others when moving and positioning an individual.</li> </ul>			
Basic life support and first aid	<p>Basic life support:</p> <ul style="list-style-type: none"> <li>■ Understand and know how to follow procedures for responding to accidents and sudden illness.</li> <li>■ Be able to provide basic life support.</li> </ul> <p>First aid:</p> <ul style="list-style-type: none"> <li>■ The awarding organisation will set the minimum learning outcome.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S2, S3, S6 Effective: E1, E2, E7</p> <p><b>CQC fundamental standards</b> Safety</p>	<p>Basic life support recommended refresher frequency:</p> <ul style="list-style-type: none"> <li>■ Provide learning and development opportunities when identified or required and at least annually.</li> <li>■ The Resuscitation Council (UK): ‘Frequent “low-dose” training may improve CPR skills compared with conventional training strategies’ noting ‘is widely accepted that skills decay within three to six months after initial training’.</li> </ul> <p>First aid required refresher frequency:</p> <ul style="list-style-type: none"> <li>■ At least every 3 years to be recognised as competent</li> </ul>	<p>First Aid</p> <p>**** please note**** If choking is an identified risk the basic life support module must also be completed</p>

Communication	<ul style="list-style-type: none"> <li>■ Understand why communication is important in the work setting.</li> <li>■ Be able to meet the communication and language needs, wishes and preferences of individuals.</li> <li>■ Be able to reduce barriers to communication.</li> <li>■ Be able to apply principles and practices relating to confidentiality at work.</li> </ul>	<p><b>CQC KLOEs</b>  Safe: S2, S6  Effective: E2, E5  Caring: C1, C2, C3  Responsive: R1, R2, R3</p> <p><b>CQC fundamental standards</b>  Person-centred care  Dignity and respect</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	Dignity and Respect
Dignity	<ul style="list-style-type: none"> <li>■ Understand the principles that underpin dignity in care.</li> <li>■ Maintain the dignity, respect and privacy of the individual.</li> </ul>	<p><b>CQC KLOEs</b>  Safe: S1  Caring: C3  Responsive: R3  Well-Led: W1</p> <p><b>CQC fundamental standards</b>  Dignity and respect</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	Dignity and Respect
Equality and Diversity	<ul style="list-style-type: none"> <li>■ Understand the importance of equality and inclusion.</li> <li>■ Be able to work in an inclusive way.</li> <li>■ Know how to access information, advice and support about diversity, equality and inclusion.</li> </ul>	<p><b>CQC KLOEs</b>  Safe: S1  Effective: E1, E3, E5  Caring: C1, C3  Responsive: R1  Well-led: W1</p> <p><b>CQC fundamental standards</b>  Dignity and respect  Safeguarding from abuse</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years</li> </ul>	Equality and Diversity

Fire Safety	<ul style="list-style-type: none"> <li>■ Understand and know how to promote fire safety in the work setting.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S2, S3, S6</p> <p><b>CQC fundamental standards</b> Safety</p>	Recommended refresher frequency BS 9999:2008 Code of practice for fire safety in the design, management and use of buildings recommends training is refreshed at least annually.	Fires Safety Level 1
Food Hygiene	<ul style="list-style-type: none"> <li>■ Understand the importance of food safety measures when providing food and drink for individuals.</li> <li>■ Be able to maintain hygiene when handling food and drink.</li> <li>■ Be able to meet safety requirements when preparing and serving food and drink for individuals.</li> <li>■ Be able to meet safety requirements when clearing away food and drink.</li> <li>■ Be able to store food and drink safely.</li> <li>■ Know how to access additional advice or support about food safety.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S5, S6 Effective: E1, E2, E3</p> <p><b>CQC fundamental standards</b> Premises and equipment Safety</p>	<p>All workers involved in the handling, preparation or provision of food are required by law to have received appropriate training in how to handle food safely.</p> <ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	Food safety Level 1
Health and safety Awareness	<ul style="list-style-type: none"> <li>■ Understand own responsibilities, and the responsibilities of others,</li> </ul>	<p><b>CQC KLOEs</b> Safe: S1, S2, S3, S6 Effective: E6</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> </ul>	Health and Safety

	<p>relating to health and safety in the work setting.</p> <ul style="list-style-type: none"> <li>■ Understand the use of risk assessments.</li> <li>■ Know how to handle hazardous substances.</li> <li>■ Implement security measures in the work setting.</li> <li>■ Know how to manage stress</li> </ul>	<p>Well-led: W1, W2</p> <p><b>CQC fundamental standards</b> Safety</p>	<ul style="list-style-type: none"> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	
Infection Prevention and Control	<ul style="list-style-type: none"> <li>■ Understand own and others roles and responsibilities in the prevention and control of infections.</li> <li>■ Understand legislation and policies relating to prevention and control of infections.</li> <li>■ Understand systems and procedures relating to the prevention and control of infections.</li> <li>■ Understand the importance of risk assessment in relation to the prevention and control of infections.</li> <li>■ Understand the importance of using Personal Protective Equipment (PPE) in the prevention and control of infections.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S5, S6</p> <p><b>CQC fundamental standards</b> Premises and equipment</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	Infection Prevention and Control

	<ul style="list-style-type: none"> <li>■ Understand the importance of good personal hygiene in the prevention and control of infections.</li> </ul>			
Medication Management	<ul style="list-style-type: none"> <li>■ Understand legislation, policy and procedures relevant to administration of medication.</li> <li>■ Know about common types of medication and their use.</li> <li>■ Understand procedures and techniques for the administration of medication.</li> <li>■ Prepare for the administration of medication.</li> <li>■ Administer and monitor medication safely.</li> </ul> <p>Additional training as required such as:</p> <ul style="list-style-type: none"> <li>■ how to administer specific medicines such as patches, creams, inhalers, eye drops and liquids.</li> <li>■ Specialist training for specific medications e.g. Buccal midazolam.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S3, S4, S6</p> <p><b>CQC fundamental standards</b> Safety</p>	<p>NICE recommend that learning for community-based staff is refreshed and knowledge and competence assessed at least annually. Learning and development requirements will be dependent on the workers role and responsibilities. Training and competency checks should be relevant to the type of service provision and agreed responsibilities. The worker should not manage or administer medicines until they successfully completed any training needed and have been assessed as competent.</p>	Control and administration of Medication Level 3
Mental capacity and liberty safeguards	<ul style="list-style-type: none"> <li>■ Understand legal frameworks, policy and guidelines.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S1, S2, S3, S4 Effective: E1, E2, E4, E7 Caring: C1, C2, C3</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> </ul>	Mental Capacity and Deprivation of Liberty Safeguards

	<ul style="list-style-type: none"> <li>■ Understand the meaning of mental capacity in relation to how care is provided.</li> </ul>	<p>Responsive: R1, R2</p> <p><b>CQC fundamental standards</b></p> <p>Person-centred care; Consent</p>	<ul style="list-style-type: none"> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	
Moving and handling objects	<ul style="list-style-type: none"> <li>■ Be able to move and handle equipment and other objects safely.</li> </ul>	<p>CQC KLOEs</p> <p><b>Safe: S2, S3</b></p> <p><b>CQC fundamental standards</b></p> <p>Safety</p>	<p>HSE research found that annual refresher training was generally considered good practice.</p>	<p>Moving and handling of objects</p> <p><b>Health &amp; Safety</b></p>
Nutrition and Hydration	<ul style="list-style-type: none"> <li>■ Understand the principles of hydration and nutrition.</li> <li>■ Be able to support individuals to have access to fluids in accordance with their plan of care.</li> <li>■ Be able to support individuals to have access to food and nutrition in accordance with their plan of care.</li> </ul>	<p><b>CQC KLOEs</b></p> <p>Effective: E3</p> <p><b>CQC fundamental standards</b></p> <p>Food and drink</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	Nutrition Awareness
Oral Health	<p>Ensure care staff who provide daily personal care:</p> <ul style="list-style-type: none"> <li>■ understand the importance of oral health and the potential effect on their general health, wellbeing and dignity.</li> <li>■ understand the potential impact of untreated dental pain or mouth infection on the behaviour, and general health</li> </ul>	<p><b>CQC KLOEs</b></p> <p>Effective: E1, E2, E4, E5,</p> <p>Responsive: R1</p> <p>Safe: S3</p> <p><b>CQC fundamental standards</b></p> <p>Person-centred care</p> <p>Dignity and respect</p>	<p>CQC recommend mandatory staff training as part of their Smiling Matters report.</p> <ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities</li> </ul>	Oral Care for adults

	<p>and wellbeing of people who cannot articulate their pain or distress or ask for help. (This includes, for example, residents with dementia or communication difficulties.)</p> <ul style="list-style-type: none"> <li>■ know how and when to reassess oral health.</li> <li>■ know how to deliver daily mouth care.</li> <li>■ know how and when to report any oral health concerns, and how to respond to a person’s changing needs and circumstances.</li> <li>■ understand the importance of denture marking and how to arrange this for people, with their permission.</li> </ul>		<p>when identified or required and at least every 3 years.</p>	
<p>Person Centred Care</p>	<ul style="list-style-type: none"> <li>■ Understand person centred approaches for care and support.</li> <li>■ Be able to work in a person-centred way.</li> <li>■ Establish consent when providing care and support.</li> <li>■ Encourage active participation.</li> </ul>	<p><b>CQC KLOEs</b>                  Safe: S1, S2, S3                  Effective: E1, E2, E3, E4, E5, E6                  Responsive: R1, R3                  Well-Led: W1, W3</p> <p><b>CQC fundamental standards</b>                  Person-centred care                  Dignity and respect</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	<p>Dignity and respect</p>

	<ul style="list-style-type: none"> <li>■ Be able to support the individual's right to make choices.</li> <li>■ Be able to support individual's well-being.</li> </ul>			
Positive behaviour support and non-restrictive practice	We recommend you reference the PBS Competency Framework for commissioning PBS training programmes.	<b>CQC KLOEs</b> Safe: S1, S2, S3 Effective: E2, E4 Caring: C1, C2, C3 Reflective: R1 Well-led: W2, W3, W5 <b>CQC fundamental standards</b> Safeguarding from abuse	A positive and proactive workforce and Ensuring quality services for people with behaviours that challenges recommend learning is refreshed at least annually.	Positive Behaviour support  Face to face – Control and restraint training
Recording and Reporting	<ul style="list-style-type: none"> <li>■ Understand the need for secure handling of information in settings.</li> <li>■ Know how to access support for handling information.</li> <li>■ Handle information in accordance with agreed ways of working.</li> </ul>	<b>CQC KLOEs</b> Safe: S1, S2, S3, S4, S5, S6 Effective: E1, E2, E3, E4, E5, E6 Caring: C1, C2, C3, Responsive: R1, R2, R3 Well-Led: W1, W2, W3, W4, W5 <b>CQC fundamental standards</b> <b>Complaints</b> Good governance	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least every 3 years.</li> </ul>	Dignity and respect



Safeguarding adults	<ul style="list-style-type: none"> <li>■ Know how to recognise types of abuse.</li> <li>■ Know how to respond to suspected or alleged abuse.</li> <li>■ Understand the national and local context of safeguarding and protection from abuse.</li> <li>■ Understand ways to reduce the likelihood of abuse.</li> <li>■ Know how to recognise and report unsafe practices.</li> <li>■ Understand principles for online safety.</li> <li>■ Making the links between safeguarding and domestic violence.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S1, S2, S3, S4, S5, S6</p> <p><b>CQC fundamental standards</b> Safeguarding from abuse</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or required and at least annually.</li> </ul>	<p>Safeguarding adults Level 1</p> <p>Local training where available or identified through risk assessment that this would be beneficial</p>
Safeguarding children	<ul style="list-style-type: none"> <li>■ Know how to safeguard children.</li> </ul>	<p><b>CQC KLOEs</b> Safe: S1</p> <p><b>CQC fundamental standards</b> Safeguarding from abuse Staffing Fit and proper staff</p>	<ul style="list-style-type: none"> <li>■ Suggested Annual refresher.</li> </ul>	<p>Safeguarding children</p>
Specific Conditions	<ul style="list-style-type: none"> <li>■ Understand the needs and experiences of individuals with specific conditions.</li> </ul> <p>Understand:</p> <ul style="list-style-type: none"> <li>■ The importance of promoting positive health and well-being</li> </ul>	<p><b>CQC KLOEs</b> Safe: S3 Effective: E1, E2, E4 Caring: C1, C3, C4 Responsive: R1 Well-led: W1, W2</p>	<ul style="list-style-type: none"> <li>■ Monitor performance.</li> <li>■ Assess knowledge and competence at least annually.</li> <li>■ Provide learning and development opportunities when identified or</li> </ul>	<p>Catheterisation Diabetes awareness Epilepsy Slips, trips and falls in healthcare Tissue Viability Lone worker essentials</p>

	<p>of individuals with specific conditions.</p> <ul style="list-style-type: none"> <li>■ The adjustments which may be necessary in care delivery relating to specific conditions.</li> <li>■ The legal frameworks, policy and guidelines relating to specific conditions.</li> <li>■ Support individuals with specific conditions.</li> </ul>	<p><b>CQC fundamental standards</b> Staffing</p>	<p>required and at least every 3 years or when a new need is identified.</p>	<p>End of life care Level3</p>
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## Appendix 2: Training Need Analysis

Mandatory modules	Renew	Optional ELearning modules (dependent on client need)	Renew	Assign	Bespoke face to face training	Renew	Assign
Dignity and Respect	3 year	Nutrition Awareness	3 year	<input type="checkbox"/>	Buccal Midazolam & competency assessment	1 year	<input type="checkbox"/>
Equality and Diversity	3year	Oral Health	3 year	<input type="checkbox"/>	Spinal Training including Autonomic Dysreflexia, Bowel & Catheter Care	3 year	<input type="checkbox"/>
Fire Safety	1 year	Positive Behaviour Support	3 year	<input type="checkbox"/>	PEG care including feeding and medications	1 year	<input type="checkbox"/>
First Aid (does not cover choking but does BLS)	1 year	Lone worker	3 year	<input type="checkbox"/>	EMAR training	3 year	<input type="checkbox"/>
Food Safety Level 1	3 year	Managing risk minimising restraint	3 year	<input type="checkbox"/>	Moving and Handling client specific	1 year	<input type="checkbox"/>
Health and Safety	3 year	End of Life Care Level 3	3 year	<input type="checkbox"/>	SKIN training	3 year	<input type="checkbox"/>
Infection Prevention and control	3 year	Slips trips and falls in healthcare	3 year	<input type="checkbox"/>	MUST training	3 year	<input type="checkbox"/>
Moving and handling of people	1 year	Epilepsy	3 year	<input type="checkbox"/>	Control and Restraint Training - practical	3 year	<input type="checkbox"/>
Control and administration of medication	1 year	Diabetes awareness	3 year	<input type="checkbox"/>	St Johns/ Red Cross First Aid Training Day (for face to face course/choking)	3 year	<input type="checkbox"/>
Mental Capacity Act and Deprivation of Liberty Standards	3 year	Pressure Ulcer Prevention	3 year	<input type="checkbox"/>	Acquired Brain Injury Training	3 year	<input type="checkbox"/>
Safeguarding Adults	1 year	Tissue viability intro	3 year	<input type="checkbox"/>			
Safeguarding Children	1 year	Catheterisation	3 year	<input type="checkbox"/>			

