

POL48 - Induction and Onboarding Policy and Procedure

Human Resources - Recruitment, Induction and Training
Serendipity Healthcare Ltd
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire, S41 8ND



1. Purpose

1.1 To set the standards of induction expected for new staff who are recruited, relocated or transferred to work at Serendipity Healthcare Ltd.

1.2 To establish the role-specific knowledge and competencies that need to be achieved in a timely manner, so that staff can integrate and become productive members of Serendipity Healthcare Ltd.

1.3 To comply with legislation, regulation and best practice standards.

1.4 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question

Key Lines of Enquiry

EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.5 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- ⦿ Equality Act 2010
- ⦿ Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
- ⦿ The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- ⦿ Health and Safety at Work etc. Act 1974
- ⦿ Management of Health and Safety at Work Regulations 1999
- ⦿ Safeguarding Vulnerable Groups Act 2006
- ⦿ The Education Act 1996
- ⦿ The Children (Performances and Activities) (Wales) Regulations 2015
- ⦿ The Children (Performances and Activities) (England) Regulations 2014
- ⦿ Children and Young Persons Act 1963
- ⦿ Education and Skills Act 2008
- ⦿ Management of Health and Safety at Work Regulations 1999
- ⦿ The Care Act 2014
- ⦿ Data Protection Act 2018

1.6 To establish the approach of Serendipity Healthcare Ltd in obtaining references for candidates and new starters, in line with any regulatory requirements.

2. Scope

2.1 The following roles may be affected by this policy:

- ⦿ All staff

2.2 The following Service Users may be affected by this policy:

- ⦿ Service Users

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2.3 The following stakeholders may be affected by this policy:

- ⦿ Commissioners
- ⦿ Local Authority
- ⦿ NHS

3. Objectives

- 3.1** To recognise the importance of providing individuals who are joining, transferring or relocating to Serendipity Healthcare Ltd with a suitable structured induction programme as well as mandatory and statutory training that they are required to complete.
- 3.2** To ensure that all staff are clear about the requirements of their role and have an overall understanding of Serendipity Healthcare Ltd and the expected ways of working within the service.
- 3.3** To ensure that all employees who are involved in recruiting and making decisions on recruitment understand the rules and implications of employing young workers.

4. Policy

- 4.1** Serendipity Healthcare Ltd is committed to applying equality to all stages of the induction process. Serendipity Healthcare Ltd will have due regard for the need to eliminate unlawful discrimination, promote equality and opportunities for all and foster good relations between staff.
- 4.2** When a job has been offered, or a relocation or transfer agreed, an induction programme will be drawn up for use on commencement of the staff member's employment.
 - ⦿ The programme will meet the standards of the Health and Social Care Act 2008 regulations 2014
 - ⦿ All new members of staff, including trainees and all staff under 18, will successfully complete an induction programme within 12 weeks of appointment
 - ⦿ Specific role induction resources will be available and integrated into the induction
 - ⦿ New members of staff will not begin work until a DBS check is completed and ISA has returned.
- 4.3** Accountability for completion of the induction, training and ongoing development lies with the individual member of staff. The Registered Manager will have an oversight of the compliance of all staff's mandatory and statutory training, as recorded on the training matrix, and manage accordingly any outstanding areas as part of the quality assurance programme.
- 4.4** All Serendipity Healthcare Ltd staff involved in the induction of individuals will be suitably experienced, have appropriate knowledge and be competent in their role. Where required, staff will be offered relevant training in order to fulfil the duties required in relation to the induction of others.
- 4.5** It is the responsibility of the line manager to ensure that new staff are welcomed to the team and take part in an appropriate induction programme, although it is not expected that they will cover all elements personally. The HR Manager will communicate with other staff at Serendipity Healthcare Ltd about any new staff who will be starting and completing their induction.
- 4.6** It is absolutely essential that this policy is followed to ensure that children and young people who may be employed or engaged by Serendipity Healthcare Ltd are adequately protected. A failure to comply with the provisions of this policy will be classed as gross misconduct and the offending employee may be summarily dismissed as a result.
- 4.7** Any data collected as part of this policy will be processed in accordance with current data protection legislation, the Fair Processing Notice issued to staff and the Data Security and Data Retention Policy and Procedure at Serendipity Healthcare Ltd.
- 4.8** Serendipity Healthcare Ltd understands the requirements to ensure all individuals it employs and engages are fit and proper persons under Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and takes its requirements to seek references seriously. Serendipity Healthcare Ltd will ensure it reads and follows the CQC guidance on complying with Regulations 19.

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5. Procedure

5.1 The induction programme will take place before the staff member begins working within the community.

5.2 Induction Procedure

Before the new member of staff begins work, the manager or their delegate will ensure that:

- ⦿ A full induction programme is specified
- ⦿ A venue for the induction has been arranged
- ⦿ Sufficient uninterrupted time is available for adequate training
- ⦿ Equipment and resources required during the induction have been prepared in advance.

The induction programme will be run by the company trainer. They will provide full training, all information on policies and procedures will be provided, a starter bag with PPE and uniforms will be issued and full training on company systems will be incorporated.

Once the induction training is complete and a clear ISA has returned, the new member of staff will go out into the community with two experienced staff members to shadow and observe them. The shadowing calls will take place for up to a week until the new staff member of staff feels comfortable and understands what is expected of them.

5.3 Role-Specific Information

Care Staff - The Care Certificate

All employees joining Serendipity Healthcare Ltd in a care role will be required to complete the Care Certificate in the first 12 weeks of their employment. Employees who do not successfully complete the Care Certificate within the first 12 weeks will have an additional opportunity to complete this over a further 12-week period.

Certificates which have been issued by other health and social care provider organisations will be accepted by Serendipity Healthcare Ltd.

5.4 Review and Evaluation

The Registered Manager is responsible for reviewing the induction to ensure it remains fit for purpose and meets any changes to legislation, regulation or best practice recommendations.

The induction process will be recorded on the training matrix. The completion of and compliance with induction will be monitored as part of a continuous quality assurance monitoring programme at Serendipity Healthcare Ltd.

Induction and training will form the core agenda of team meetings and will be discussed as part of management meetings at Serendipity Healthcare Ltd.

5.5 The HR Manager should critically examine the Job Specification during the recruitment process. Where it is decided that the post will include personal intimate care, the age limit in the Person Specification may be set to a minimum of 16 years old, and the Job Description must be reviewed to identify risks which may arise which have a particular effect on young persons.

The HR Manager must prepare a specification, as part of the Person Specification, of the issues of health and safety risk relevant to young people. They must also consider their lack of experience and develop strategies for mitigating those risks in employment. The HR Manager must ensure that any restrictions or special procedures resulting from the strategies are included in a revised Job Description for the young person and included in operational instructions to all employees.

5.6 Employment in Care Delivery

In such an event that a person under the age of 18 is employed:

- ⦿ Safeguards must be in place to ensure that the person undertaking personal intimate care tasks is effectively managed and supported. The safeguards will include:
 - ⦿ Ensuring that the person is competent, trained and appropriately supervised
 - ⦿ Where the person employed is not involved in direct care, ensuring that the same safeguards apply as for direct care deliverers
 - ⦿ Supervision of young persons must include, at each interview, a discussion regarding the risks of being under 18 and providing personal care

5.7 References Required From Candidate

Serendipity Healthcare Ltd will require a potential new member of staff to provide two references, one of which must be from the most recent employer. Both references must be in place, must be satisfactory and the candidate should be informed of this process.

For candidates who are unable to provide two employer references, there must be an assessment of risk on an individual circumstances basis. Evidence must be available to demonstrate that Serendipity

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Healthcare Ltd has gathered all available information to confirm that the person is of good character that includes honesty, trust, reliability, and respect. Serendipity Healthcare Ltd may seek suitable character or personal references, volunteer-activity references, training history references or self-employment references where possible, to adhere to Regulation 19: Fit and Proper Persons Employed. Serendipity Healthcare Ltd will not accept re-written references. The Employer Reference must confirm an employment start and end date.

5.8 Starting Work Before References Have Been Obtained

Members of staff will not be allowed to commence work before Serendipity Healthcare Ltd has received responses to its requests for references. Where any reference is considered by Serendipity Healthcare Ltd to be unsatisfactory, the member of staff agrees that it is a term of their employment contract that their employment may be terminated without notice.

6. Definitions

6.1 Mandatory Training

- ⦿ Mandatory training is obligatory or compulsory, required or commanded by an authority or organization

6.3 Reference

- ⦿ A written confirmation of a member of staff or former member of staff's engagement with their employer or former employer

