



## 1. Purpose

1.1 To formalise the training opportunities for staff and to define the process for identifying training needs.

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

### Key Question

### Key Lines of Enquiry

EFFECTIVE

E1: Are people's needs and choices assessed, and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?

EFFECTIVE

E2: How does the service make sure that staff have the skills, knowledge, and experience to deliver effective care and support?

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

- Ⓞ The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

## 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

2.3 The following stakeholders may be affected by this policy:

- Ⓞ Commissioners
- Ⓞ Local Authority
- Ⓞ NHS

## 3. Objectives

3.1 Serendipity Healthcare Ltd ensures that all staff are in possession of the knowledge, skills, and experience necessary to perform their jobs to the standards Serendipity Healthcare Ltd and Service Users expect.

## 4. Policy

4.1 Serendipity Healthcare Ltd believes that continuous improvement of its services is dependent upon the continuous development of the skills of its workforce. Serendipity Healthcare Ltd will therefore review and plan for that continuous development.



- 4.2 Serendipity Healthcare Ltd will ensure that it reviews (at least annually – see Business Plan for Serendipity Healthcare Ltd) its operational plan and objectives to ensure that all objectives are supported by appropriate training and development.
- 4.3 Serendipity Healthcare Ltd will review the needs of its Service Users (at least annually or when changes occur) to ensure that all needs are supported by appropriate training and development.
- 4.4 Serendipity Healthcare Ltd will review all requests for development against its objectives to ensure that the activity supports the achievement of its objectives.  
Staff requesting development which is not required by organisational goals may be authorised by Serendipity Healthcare Ltd for individual reasons, such as a reward for exceptional attendance or performance.
- 4.5 Serendipity Healthcare Ltd will expect staff undergoing training to remain in employment for 12 months following the end of the training, otherwise a portion of the training costs will be recovered from the individual on termination.
- 4.6 Serendipity Healthcare Ltd believes that in-house resources, in-house training, development events and support are the most effective way of achieving its aims and will use those strategies wherever possible.
- 4.7 Serendipity Healthcare Ltd expects their staff to complete all their mandatory training both online and in-house as per their contract of employment. Staff who fail to complete their training as requested will be given no further work until training is complete.

## 5. Procedure

### 5.1 Training Entitlement

- Ⓞ Staff will be paid for any mandatory training completed outside their working hours, this will be paid at the national minimum wage
- Ⓞ All staff will receive training in their roles and this training will ensure that certain standards of competence are met

5.2 Serendipity Healthcare Ltd believes that all members of staff must participate in the identification and dissemination of best practice in their work area. Accordingly, staff will be polled to identify those persons with interests in a specific skill area, or specialist skills, who will then be appointed and recognised as 'Specialists' in that area. The 'Specialists' will:

- Ⓞ Receive prioritised access to all training and development in their specialist area
- Ⓞ Be funded, within the training plan and training budget, to access such training and research the specialism
- Ⓞ Receive training in coaching, training, and presentation skills
- Ⓞ Be responsible for the dissemination of the specialist information to all other staff
- Ⓞ Be responsible for identifying sources of best practice and publicising that standard within Serendipity Healthcare Ltd

5.3 The most common form of training at Serendipity Healthcare Ltd is on-the-job training provided by colleagues and team leaders. All members of staff are expected to co-operate in training newcomers. Serendipity Healthcare Ltd gives regular tuition on



coaching skills. Staff with management responsibility will ensure that all relevant members of staff receive such tuition.

- 5.4 Periodically, Serendipity Healthcare Ltd will organise short courses in-house, usually where a group of staff require specific additional knowledge or training (e.g., changes in procedures, the introduction of new equipment, and courses for newly promoted supervisors).
- 5.5 Serendipity Healthcare Ltd provides a resource of training materials. All staff are requested to make use of these resources, taking care to return them as soon as possible to ensure that their availability to all is maintained.

## 6. Definitions

### 6.1 Care Certificate

- ④ The Care Certificate is a set of standards that social care and health workers stick to in their daily working life. It is the minimum standards that must be covered as part of induction training of new care workers
- ④ The Care Certificate was developed jointly by Skills for Care, Health Education England, and Skills for Health. It applies across all social care and health and covers what is needed to be caring and gives staff a good basis from which they can develop their knowledge and skills
- ④ Designed with non-regulated workers in mind, the Care Certificate gives everyone the confidence that workers have the same induction - learning the same skills, knowledge, and behaviours to provide compassionate, safe, and high-quality care and support
- ④ Although the Care Certificate is designed for new staff, it also offers opportunities for existing staff to refresh or improve their knowledge
- ④ The standards cover 15 areas:
  - ④ Understand your role
  - ④ Your personal development
  - ④ Duty of care
  - ④ Equality and diversity
  - ④ Work in a person-centered way
  - ④ Communication
  - ④ Privacy and dignity
  - ④ Fluids and nutrition
  - ④ Awareness of mental health, dementia and learning disabilities
  - ④ Safeguarding adults
  - ④ Safeguarding children
  - ④ Basic life support
  - ④ Health and safety
  - ④ Handling information
  - ④ Infection prevention and control

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