	Onboarding for New and returning staff policy	Ref:	051
		Issue Date:	November 2017
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The aim of this policy is to set the standards of onboarding expected for new staff or individuals who have returned to work at Serendipity Healthcare Ltd, following a break in employment up to 6 months and to meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide.

We will 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.

We recognise the importance of providing individuals with a suitable onboarding process as well as mandatory and statutory training that they are required to complete.

We aim 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 and that all employees who are involved in onboarding and making decisions understand the rules and implications.

Serendipity Healthcare Ltd is committed to applying equality to all stages of the onboarding 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.

Onboarding Procedure

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


- ① An onboarding process is specified
- ① Any necessary training will be completed either in-house or online
- ① Sufficient uninterrupted time is available for adequate training
- ① DBS Certificates will be reviewed
- ① Returning staff will be issued with PPE and any other equipment they require
- ① Returning staff will be issued with a new ID badge

Returning Staff

When a previous member of staff has chosen to return to employment at Serendipity Healthcare Ltd within 6 months, previous staff files will be retrieved and reviewed.

- ① All training will be checked to ensure it is in date and meets legislative requirements.
- ① Returning staff personal details such as contact details and NOK will be updated.
- ① DBS certificates will be reviewed and risk assessments applied to any staff who have returned within 6 months of leaving. Staff returning longer than 6 months will undergo a new DBS.
- ① References will be obtained for all returning staff if they have been employed elsewhere.

The onboarding process for returning staff within 6 months will take place before the staff member begins working within the community.

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Supervision and Competency checks

All new and returning staff will be added to the rostering system once pre-employment check have been completed

Procedure

- Create an entry on Carefree ensuring that **are placed before the surname new member of staff name i.e. **Bloggs.
- **indicates that the member of staff is within the first 12 weeks of employment
- The initial risk assessment will determine the number of supervisions/competency checks the new member of staff will require.
- HR will inform Team Leader and Managers to inform
- Team Leaders and managers will be responsible for undertaking a competency assessment of all new employees within the first 12 weeks of their employment.
- Team Leaders and Managers to inform HR when they deem the new member of staff competent.
- HR will check all assessments are in place prior to ** being removed from their name on Carefree.

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.

All Serendipity Healthcare Ltd staff involved onboarding 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.

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.

Role-Specific Information Care

Staff –


The Care Certificate

All employees joining or returning to Serendipity Healthcare Ltd in a care role will be required to complete the Care Certificate in the first 12 weeks of their employment. Returning staff who have already achieved this will not be required to complete this again.

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

Review and Evaluation

The Director is responsible for reviewing this policy to ensure it remains fit for purpose and meets any changes to legislation, regulation or best practice recommendations.

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The completion of and compliance with onboarding of new and returning staff within 6 months will be monitored as part of a continuous quality assurance monitoring programme at SerendipityHealthcare Ltd.

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

Reviewed:- 14th October 2025

S.L.Pickles

Director

