



Training Plan 2017:18

Building a career with us

Update June 2018

HOW OUR TRAINING IS DELIVERED

We believe Bedfordshire Supported Housing should be the first choice for those wanting to build a career in social care. We dedicate ourselves to developing leaders and senior professionals from within.

The majority of the knowledge and theory our employees need to competently carry out their work is delivered through a blended approach.

This inclusive way of learning includes:

- Interactive Online learning
- On the job training
- Classroom based learning
- Assessment and evidence gathering learning

All of our employees benefit from a thorough and documented induction programme, regular 1:1 supervision and annual appraisals.

We recognise that specialist training requirements led by the needs of the service user may be required. This can be requested via the line manager during 1:1 supervision.

We look forward to working with you and supporting your development at Bedfordshire Supported Housing.

Dean Pinnock
Director

Brenda Queeley
Operations Director

MISSION STATEMENT

We want to deliver a service that is safe, appropriate and bespoke to the citizens of Bedfordshire.

At BSH we are persistent in seeking a better life for the service user.

We will work in partnership with our service users empowering them to establish and work towards positive outcomes.

We will promote interdependence and citizenship through the development of positive relationships with the local community and statutory services.

We aim to support service users to make choices and have control over their lives.

We believe that people with mental health issues who experience stigma have a right to dignity and respect as any other person.

We believe that only through the professional and personal development of staff can we achieve excellence.

TRAINING PLAN

The Bedfordshire Supported Housing Training Plan covers the training requirements over a 12-month period beginning October 2017. Our training programme reflects the skills required to maintain competence and the ability to deliver a quality service.

The following training has been agreed following consultation with stakeholders and senior management and may be subject to change depending on the needs of each service.

TRAINING PROTOCOL

Mandatory training is essential training required for the safe and efficient running of our services, in order to reduce organisational risks and to comply with policies and statutory (local authority and CQC) guidelines.

New employees must complete at least 50% of their mandatory training prior to commencing employment with Bedfordshire Supported Housing.

We expect all mandatory training to be completed within the induction period, unless agreed otherwise with the manager of the service. An agreed deadline extending no more than 4 weeks from the date set must be adhered to.

To ensure employees are competent to carry out their role, failure to complete mandatory training within the agreed time frame and within the probationary period could result in an unsuccessful probationary period and termination of employment.

Service Managers are responsible for allocating and monitoring their teams training compliance, however, the onus is on all employees to ensure that their own mandatory training remains valid at all times. There is a shared responsibility between the employee and their line manager, to ensure that mandatory training is completed.

MANDATORY TRAINING

Care employees at every level within the organisation will undertake the following mandatory training on a yearly basis;

E-learning through Psittacus

- The handling of Complaints
- Conflict Resolution including but not limited to Management of Violence & Aggression
- COSHH
- Fire
- Food Safety
- Health and Safety
- Infection Control
- Equality and Diversity
- Information Governance, Data Protection
- Lone worker
- RIDDOR/Risk Incident Reporting
- Safeguarding Adults
- Safeguarding Children & Young People Level 2
- Medication management
- Mental Capacity Act
- Customer Service
- Moving and handling of people

Face to face training

- Moving and Handling of People - practical course
- Conflict management, de-escalation and breakaway techniques (All employees)
- First Aid training (All employees)

CARE CERTIFICATE

The Care Certificate is a set of standards that Social and Health care employees adhere to in their daily working life. It is the new minimum standards introduced in April 2015, that is covered as part of induction training of new care employees. Anyone new to care at Bedfordshire

Supported Housing will be required to complete the Care Certificate as part of their mandatory training. At Bedfordshire Supported Housing the Care Certificate training is undertaken in two parts.

- First part consists of 15 e-learning modules which are completed prior to starting work. We believe that this gives the employee enough knowledge to enable them to undertake the second part of the care certificate training.
- The second part must and can only be completed in the work place and it consists of working supervised and the continual assessment and the gathering of evidence to demonstrate competence in all areas.

COMPETENCY ASSESSMENT

After completion of training the employees competency is measured using competency assessment tools consisting of questions, observations and evidence gathering. Competency assessments are used on specific areas such as medication and the Care Certificate and specialist training such as PEG feeding.

Medication competency assessment should be completed every 6 months for anyone who support service users with the management of their medication. This includes prompting or actual administration of medication.

SPECIALIST TRAINING - FRANCIS HOUSE HOMECARE

The Domiciliary Care service, Francis House Homecare, supports service users in the community from the age of 18 upwards, (including older persons over 70) who have physical health needs, mental health needs including dementia and a learning disability which may include autism.

The service recruits' employees from different back grounds and varying experience in care. To ensure we are able to meet the demands of staffing and practice safely, we actively recruit from abroad. It is important to us to recruit the right people with the right values and behaviours to work in social care. We recognise that cultural differences including language

interpretation can be a catalyst to misunderstanding in the delivery of care and forging trusting professional relationships. For this reason, Bedfordshire Supported Housing invests in classroom based training to ensure that learning can be inclusive, facilitate the exchange of knowledge and ideas but also monitor and check that the learner actually understands and can put into practice their new knowledge.

In 2018, we will be developing and delivering our own bespoke classroom based mandatory training programme, BSH Common induction Programme, which is based on social care values – The 6Cs underpin Compassion in Practice which is a vision and strategy developed to articulate the values which should be at the core of all organisations delivering care and support:

Care
Compassion
Competence
Communication
Courage
Commitment

The 4 day training programme is aimed at all staff but there is a specific focus on the Domiciliary Service which has the largest team and largest and most diverse service user caseload in terms of conditions and diagnosis within the organisation.

The 4-day common induction training programme will include:

- BSH Values
- Awareness of your role in social care
- Fire Awareness
- Food Handling
- Infection Control
- Health & Safety

- Introduction to mental health and, learning disabilities
- Medication
- Dementia
- Person centred care
- Safeguarding DoLs
- Mental Capacity
- Equality & Diversity
- Moving & Positioning

This training is to be used for all staff in an addition to the online mandatory training provided by Psittacus. It will be targeted at those who need extra guidance and support for whatever reason, which can include employees recruited from abroad and whose first language is not English and / or those new to care. The decision to place the employee on this training will be made by the recruiting manager following the interview.

This training will run on average every 12 weeks or as and when required.

It is vital that we are able to meet the needs of individual clients whose condition poses such a high degree of risk. Training provides assurance that the risks will be effectively managed and minimised. To meet the identified needs of our client group our Community Support Workers will undertake the following online and other classroom based training in 2018:

- End of life care – Online via Psittacus
- PEG feed training – Classroom based via Nurticia – Advanced Medical Nutrition
- Dementia Care
- Positive behavioural management -Classroom based in Central Bedfordshire
- Diabetes management
- Autism awareness

SPECIALIST TRAINING - SUPPORTED ACCOMMODATION

Our supported accommodation services consist of Amptill Road and Foster Hill Road. Service users at Amptill Road present with a range of mental health issues including psychosis with coexisting substance dependence. As well as practical support associated with maintaining a tenancy and the service user's environment, employees need further knowledge and skills to support service users and manage risk effectively.

The following courses have been identified and will be sourced and delivered in 2018:

- Housing benefit
- Mental health first aid
- Dual diagnosis – mental health and substance misuse
- Personality disorder
- Coping mechanisms and techniques
- Mindfulness

SPECIALIST TRAINING - NIGHT WARDEN (SUPPORTED ACCOMMODATION)

The role of warden is to provide a point of contact and a supportive presence to the tenants and to maintain and protect the safety and security of the premises. They do not provide care or support but they have a duty of care to the tenants and will seek further advice and guidance from management. To ensure that our night wardens have the required knowledge and skills to provide a competent service, they are expected to complete the following online courses:

- Conflict Resolution including but not limited to Management of Violence & Aggression
- Fire
- Health and Safety
- Lone Worker
- Safeguarding Adults – Full Module

MANAGEMENT DEVELOPMENT PROGRAMME

The following roles are considered as management roles across Bedfordshire Supported Housing:

- Senior Support Worker
- Community Senior Support Worker
- Home Managers and House Leads– Residential and Supported Accommodation
- Service Manager and Registered Managers

They all have varying levels of responsibility but they all have the responsibility of managing others. We support our managers to take up opportunities of self-development such as completing level 3 to 5 QCF qualifications in Health and Social Care management when funding is available.

Senior Support Workers, House Leads and Managers working across the organisation will undertake the following basic management courses available online in 2018:

- Interviewing
- Managing Performance
- Motivating
- Providing feedback
- Supervision
- Discipline and Grievance
- Effective Absence Management
- HR For Non-HR Managers
- Importance of Training
- Legal Responsibilities
- Performance Reviews
- Right People, Right Role
- Termination of Employment

After 6 months probationary period all managers will have the opportunity to complete QCF level 3 ,4 or 5 in leadership-health and social care as long as funding is available.

TRAINING PROVIDERS

Bedfordshire Supported Housing will use a range of training providers for both online and classroom training. Our providers include but are not limited to the following:

- Psittacus online training
- Ace BLS (first Aid – Classroom based)
- T2S Training- (Breakaway classroom based)
- Bedford Borough Council
- Central Bedfordshire Council
- T2 Group Ltd – Social care qualifications – CFQ in Social care in level 2 to 5
- Learning Curve Group- level 2 workbook based blended courses.

SKILLS REGISTER

Bedfordshire Supported Housing maintains a skills register that identifies additional skills that can be shared amongst the team through peer teaching and coaching.

