

Policy Statement

At TruComfort Homecare we value our team as our greatest asset. We are committed to investing in staff development through quality training, ongoing learning, and support for further qualifications provided they align with our organisational goals and are part of the individual's appraisal and personal learning plan.

Policy Aim

This policy outlines our commitment to building a knowledgeable, skilled and confident workforce that delivers high quality care with compassion, respect and professionalism.

We strive to:

- Equip staff with the skills & knowledge to be able to perform at their best
- Promote a culture of continuous learning
- Support each team member's professional growth

Responsibilities

- **Senior Management:** Oversee recruitment and ensure the workforce is trained and qualified.
- **Training Department:** Manage inductions, mandatory and in-house training, diplomas, and record-keeping.

Core Procedures

We commit to:

1. Recruiting and retaining a highly skilled workforce.
2. Supporting employees in pursuing further training and qualifications.
3. Ensuring that any staff administering medication are aged 18+, with under-18s supervised by a senior colleague.
4. Maintaining appropriate staff-to-client ratios with trained personnel.
5. Prohibiting the use of government trainees as replacements for regular staff.

Staff Expectations and Qualities

All staff are expected to be:

- Respectful, approachable, trustworthy, and good communicators
- Skilled & experienced in caring for individuals with varying needs
- Knowledgeable about health conditions, rehabilitation techniques, and cultural sensitivities
- Aware of behaviours linked to communication challenges (e.g., aggression or self-harm)

Training Implementation

1. Training events are displayed at reception and communicated to all staff.
2. All new staff must complete Care Certificate induction training within 12 weeks.
3. Ongoing in-house training sessions will be scheduled throughout the year.
4. Staff must complete a **Training Needs Analysis** with their manager.
5. All staff receive an annual appraisal and maintain a **Personal Development File**.
6. Development plans will include both required and self-initiated training goals.
7. Staff are expected to begin Level 2 Diploma training aligned with National Occupational Standards.

Identifying Training Needs

- Needs identified in team meetings will be reviewed & actioned by the training team.
- An annual training plan will be developed & shared with senior management.

Mandatory Training

All staff must complete and be certified in the following:

Care Certificate Standards:

1. Learn & understand Your Role
2. Personal development
3. Duty of care
4. Equality & diversity
5. Person centred care
6. Communication
7. Privacy & dignity
8. Fluids & nutrition
9. Mental health, dementia & learning disabilities
10. Safeguarding adults
11. Safeguarding children
12. Basic life support
13. Health & safety
14. Handling information

15. Infection prevention & control

Additional Mandatory Courses:

- Moving & Positioning
- Medication Assistance
- Infection Control
- First Aid
- Fire Safety
- Food Safety
- Safeguarding
- Tissue Viability
- Mental Capacity Act & DoLS
- Dementia Awareness
- Learning Disabilities Awareness
- Level 2 Diploma in Health & Social Care