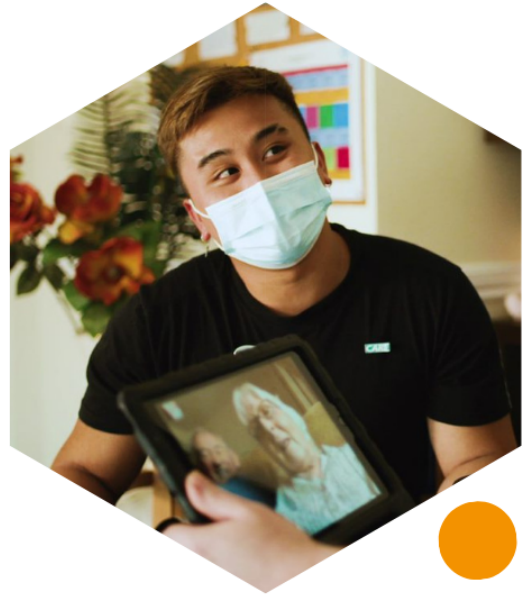


# Induction Handbook



*Inspired  
to care*  
Your journey to a career in social care



LEICESTERSHIRE  
HOMECARE  
ALLIANCE



# PATHWAY TO CARE

LEVEL 1 ACCREDITED  
QUALIFICATION



We are excited to announce a new level one accredited free course to help people join the social care sector fully informed and ready to start their career. This course is open to anyone with no sign up requirements to make sure everyone is as informed as they can be about our sector.

To sign up for this free course visit:

[www.inspiredtocare.co.uk/thepathwaytocare](http://www.inspiredtocare.co.uk/thepathwaytocare)

The course covers a range of subjects including:

- Intro to Adult Social Care
- Personal Care
- Continence Care
- End of Life Care



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# Welcome to our new colleague

## Welcome to the social care sector!

We are delighted that you have decided to join the social care sector. You are now a member of a sector that has a strong focus on the well-being of every individual with a focus on the values we all display every day. We combine these values with other supporting services, as well as those we care for, making this sector a vital part of our society.

We strongly believe that caring for those we work with is crucial to creating sustained, positive change and improving those who receive support lives.

This booklet has been put together to help you get settled in your new role and will cover everything you need to know about getting started.





## Congratulations!

**Well done for a successful interview process. Now we can move on to the next stage of your introduction to our company. Whilst we wait to receive your relevant checks your line manager will be in contact with you to help you both get to know each other and keep you updated on your progress.**

The main part of your progress will consist of two stages one being your DBS check and the other references.

There are some tips to help your employer:

- Ensure you have given as many as possible references (one does need to be from your current or past employer) as you can. This will reduce your waiting time dramatically.
- If your employer is struggling to receive a reference back from one of your contacts, try contacting them yourself. They will feel a greater sense of connection with yourself rather than your new employer.
- Character references are a great option if you can not produce work references. One thing to consider when giving these is their connection to you. You need to make sure that how you know them is in a professional capacity. Are they your chemist? Are they your doctor? A good rule to follow is if we socialise with them then they should not be a character reference.



## A brief introduction to DBS checks

**DBS checks are conducted by the Disclosure and Barring Service. The DBS check is a record of a person's criminal convictions and cautions.**

Types of DBS checks:

- A Basic DBS check
- A Standard DBS check
- An Enhanced DBS check
- An Enhanced with Barred Lists DBS check

The most common type of DBS check in social care is the enhanced with barred lists check. These checks will include; unspent convictions and conditional cautions, spent convictions and cautions (subject to filtering - some minor convictions/cautions may be omitted due to them not being relevant to the role), relevant non-conviction information from the police and children's and/or adults' barred list check.

The time to receive your DBS back can vary greatly. They can be as quick as one day but can take up to six months. It is important to make sure all the information you provide is correct and you are honest about any previous cautions or convictions to reduce the time as much as possible.

### Overseas criminal record checks

The application process for criminal records checks or 'Certificates of Good Character' for someone from overseas varies from country to country. You'll have to apply to the country or to the relevant embassy in the UK.

All Tier 2 (General) visa applicants who want to work in specified health, education or social care sectors must provide a criminal record certificate.

This must be from any country (except the UK) where you have lived for 12 months or more (whether continuously or in total) in the last 10 years, while aged 18 or over. This will also apply to any adult partners, whether they apply with you or make a separate application to join you if you are already in the UK.





## Training

There are many different types of training you will experience throughout your career in social care. The most common ones are:

### Orientation

Often called induction training within social care. Orientation is a common type of employee training. It is a one-time event welcoming new hires to the company in their first week on the job. The training is short and tends to be relevant to all company-wide roles and departments. The subjects commonly offered will be discussed later.

### E-learning

OxOnline learning uses videos, articles, and courses to deliver employee training. This lets employees do their training at any time, at their own pace, from anywhere in the world. Most organisations opt for e-learning courses because a lot of people can do them at the same time. It helps empower learners who want to take their time and dive deeper to enhance their knowledge. Quick learners who get bored more easily can move through the course quickly. Training through an internet connection is beneficial to remote workers, who may otherwise be overlooked for training opportunities

### Soft skills training

Soft skills are personal attributes, generally linked to how you work and interact with others. These skills are essential for company success and employee career development. This type of skill enables employees to interact with others effectively in the workplace, such as co-workers, management, clients and customers.

### Shadowing

Also called hands-on training. Employees learn to fit into their upcoming or current role while improving their job skills. It is a time-intensive technique of employee training, which is best used when there are enough resources available to support employees during the training.

### QCF qualifications

A Qualifications and Credit Framework (QCF) recognises qualifications and units by awarding credits. It replaced NVQ courses in September 2011. There are so many advantages of doing a QCF course, regardless of what your current situation is. For example, if you're currently unemployed and looking for work, then studying for a QCF qualification can help you build your skills and experience.

# Induction Training

Your induction training will cover many subjects some of these being:

## Moving & Handling

Working within social care settings often includes supporting people you support to move safely and with dignity. Moving and handling training courses are designed to educate participants regarding both the requirements and risks associated with moving people safely.

## Safeguarding

Whilst safeguarding training is a requirement for all those working with children, young people and adults at risk, depending on the sector you work in and your job role, you will have different responsibilities for safeguarding.

## Medication

The handling of medicines safely for social care staff will focus on the skills necessary for all aspects of safe medication administration. Care professionals working in a health and social care environment, handling medicines regularly and supporting people with their medicines, either in their own homes or in nursing or residential care settings, will find this training crucial.

## First Aid

With first aid knowledge, you can react confidently and quickly to an incident, injury or illness. This is a core part of any training program.

## Health & Safety

Health & Safety for care training often includes programmes such as slips, trips and falls as well as more advanced courses such as deprivation of liberties (DoLs) Training.

## Infection Control

To receive safe and effective care, infection prevention and control must be part of everyday practice and be applied consistently by everyone.

Standard infection prevention control precautions include:

- good hygiene (hands and respiratory)
- personal protective equipment (PPE)
- environment: cleaning, disposal of waste
- staying safe – social distancing, testing, self-isolating.

## Food Hygiene

Food hygiene training is a legal responsibility for all care workers who come into contact with food at work in the UK. There are different levels of training depending on the degree to which staff are involved with handling food.

## Other Subjects

Depending on the provider type you are joining you may cover subjects such as:

- Dementia Awareness
- Equality & Diversity
- Duty of Care
- Mental Capacity
- Emergency Action
- End of Life Care
- Behaviour of concern
- Personal Care Awareness
- Environmental Awareness

# First Day!

Starting any new role can be nerve-racking. It's important to remember we are all the same!

Be professional, enthusiastic and approachable – smile when you meet people (whether in person or on a video call), show an interest in what they do and make an effort to remember their names.

Read all communications and materials you have been sent carefully so you are ready.

Observe the required dress code and dress ready for your first day.

Plan your commute to work carefully and consider traffic congestion. You don't want to be late on your first day!

Get ready to ask any questions you may have. Perhaps write them down on a notepad and take it with you.

Take a drink container and your lunch.

Speak with payroll and ask any questions you may have. Make notes of these below so you can refer to them in the future.





# Probation

Just like many new members of staff you may be subject to a probationary period.

## What is probation?

It is a period for a new member of staff to our sector to demonstrate their suitability for a role. It allows both you and your manager to consider your overall performance, attendance, behaviours, and conduct. This is about the role and the values and behaviours of the company. It is often an objective-based assessment of whether you meet the required standards. Your line manager will discuss these standards with you though out the induction process.



# Setting yourself objectives

When considering objectives for your career, you should consider:

- What is important to you and what are your strengths?
- How will your objectives align with the team and organisational objectives?
- Are they simple and can you measure how successful you have been?



## Your own development

The social care sector has many opportunities to progress and develop your career but it is important to look at your development from a personal perspective. Listed below are the main stages of self-learning which will help you develop whilst working.

1. Read - around the topics you are learning about or want to learn about and develop
2. Ask - others about the way they do things and why
3. Watch - what is going on around you
4. Feel - pay attention to your emotions, what prompts them, and how you deal with negative ones
5. Talk - share your views and experiences with others in your organisation
6. Think - learn to value time spent thinking about your work

Use the space below to set yourself some goals you wish to achieve over your first year (discuss these with your line manager at your supervision):



# Meetings

Throughout your first year within your new employment you may find a variety of different meeting types appearing on your schedule.

## Spot Checks

Throughout your probation you will find spot checks may be quite common. They are often used in home care and they are not to check up on you. They are to make sure you feel confident in your new role and to see if you need any extra support.

## Supervisions

Supervision involves a manager meeting with staff to review their work and provide support. In addition, they may review your workload, set expectations, monitor and review your performance, identify learning and development opportunities, and keep you informed about wider organisational developments.

## Appraisal

Performance appraisals (or reviews) are important for discussing performance and development. The meeting is between the employee and their manager to review recent accomplishments and set goals for the future. This helps maximise the potential of any one role.

## Team Meetings


These meetings are an excellent way to meet your colleagues in a business setting. They will often be used to inform larger groups of individuals of any changes being made, address any issues that may have come up and allow you time to ask any questions with support from your teammates.

## Probation Meetings

At the end of your probation you will have a meeting to discuss your progress and to formally end your probation.

## Staff Get Together

This is a time to get to know your colleagues on a more personal level. These are often held to celebrate or reward so enjoy yourself!





# The team

Use this section to record the details of contacts you may need whilst working with the company.

## **Designated Buddy:**

Contact Details:

Main roles that could effect you:

## **Line Manager:**

Contact Details:

Main roles that could effect you:

## **Training Support Staff:**

Contact Details:

Main roles that could effect you:

## **Branch Manager**

Contact Details:

Main roles that could effect you:

## **Admin Staff**

Contact Details:

Main roles that could effect you:

## **Payroll Staff:**

Contact Details:

Main roles that could effect you:

**Wellbeing Lead:**

Contact Details:

Main roles that could effect you:

**Recruitment:**

Contact Details:

Main roles that could effect you:

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Contact Details:

Main roles that could effect you:

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Contact Details:

Main roles that could effect you:

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Contact Details:

Main roles that could effect you:

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Contact Details:

Main roles that could effect you:

# Our values

Values are what make our sector great. Below are what we consider the core values each of us needs to be successful in our new role.

## Honesty

We are honest with our colleagues, employers and those we provide care for.

## Flexibility

We adapt to support the needs of those we care for.

## Compassionate

Compassion is how care is given through relationships based on empathy, respect and dignity. It can also be described as intelligent kindness and is central to how people perceive their care.

## Dignity

Everyone should be treated with dignity. Often, care professionals help with very personal care and must avoid embarrassment or distressing a person.

## Independence

People should be encouraged to be as independent as possible. Care professionals try not to do things for people – rather they do things with people.

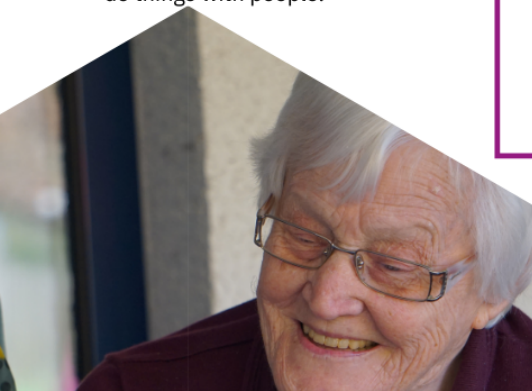
## Self Motivation

Within social care, we can be expected at times to work alone. It is important to be able to stay motivated without being monitored by others.

## Reliability

Those we provide care for require care to be completed on time and in a consistent manner. It is important to be reliable to ensure all needs are attended to correctly.

Use the space below to record what values are important to you.





## Confidentiality

At all times you must be aware of the need for certain information, obtained in the course of your duties, to remain confidential. You must not use or disclose to anyone, either during, or at any time after your employment, any confidential information about those receiving care and your knowledge in the course of your employment.


If you have any doubt about being asked to supply information to another employee or a representative of an outside body, you should refer the matter to your line manager.



## Privacy (GDPR) Statement

Each company will have a Privacy (GDPR) Statement. Ask for a copy from your office and ask any questions you may have. You will also go through this as part of your training.

**See something, say something. We want all staff to feel comfortable to raise any concerns about the people they are providing care and support to and the services they are receiving. If you see something that worries you, then please talk to someone about it so they can support you and address the issue. You can speak to your line manager or any other senior member of staff or alternatively check your organisations safeguarding or whistle-blowing policy as it will have a contact number for you ring if you want to report your concerns anonymously.**



## Your Checklist

Have you received all your PPE (personal protective equipment) and uniform including ID badge?

Do you know who to contact in an emergency?

Do you have your schedule?

Have you been shown and trained how to use the equipment in your work setting? Do you feel confident with this?

Are you comfortable completing the paperwork required?

Have you received your care certificate paperwork?

## Discount Schemes

### Blue Light Card

Blue Light Card are the discount service for the social care sector, emergency services, NHS and armed forces, providing their members with thousands of amazing discounts online and on the high street. For just £4.99, members of the Blue Light community can register for 2-years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more.

## Recognition

There are many ways to show appreciation for your staff. One way that works well and makes staff and colleagues feel appreciated are the many care awards given out yearly.

Some to look at would be The Great British Care Awards ([www.care-awards.co.uk](http://www.care-awards.co.uk)), The Care Home Awards ([www.carehomeawards.com](http://www.carehomeawards.com)), The Home Care Awards ([www.homecareawards.com](http://www.homecareawards.com)) and of course The Care Professional of the Year Awards advertised on the next page.



*Inspired  
to care*   
Your journey to a career in social care



**Nominations are now open!**

Each year Inspired to Care hold the Leicester & Leicestershire Care Professionals of the year awards. This year the awards are bigger and better than ever! With a total of 22 awards to be won it will be a true celebration of the adult social care sector and all those that support vulnerable adults each and every day!

Do you know someone who works in adult social care that you believe should be celebrated? Do you receive support and just want to say thank you? The award nominations are open to everyone!

**To nominate and learn more visit:  
[www.inspiredtocare.co.uk/awards](http://www.inspiredtocare.co.uk/awards)**



## Useful things to know

### Petrol Prices - Free App

This app compares prices at almost 8500 petrol stations, covering 98% of the UK, and the great thing is that the prices are updated daily too. You can filter by fuel type, distance and fuel brand, and there's also a useful route planner too. It originally started as a website (petrolprices.com) over 10 years ago, so they must know their stuff.

### Wheels to Work

Inspired to Care have partnered with Wheels to Work who will be attending many of our online events coming up. If you wish to know more or attend one of these events please email [inspiredtocare@leics.gov.uk](mailto:inspiredtocare@leics.gov.uk).

### Free Childcare (England)

Currently, in England, you're entitled to 570 hours of free childcare a year. This is usually taken at up to 15 hours a week for 38 weeks of the year. You can stretch it out longer by using fewer hours a week, but many councils want your child to attend for at least 2.5 hours a week.

You can either use this allowance in school term time, or you can usually use it over the entire year. To get it, simply ask your local nursery or childcare provider if it has space. You must tell the nursery that you want to take advantage of the free 15 hours when you sign up.

Families with a low income, and on certain benefits, may also get free childcare for two-year-olds.

Some parents can get 30 hours free childcare per week. Parents of children between the ages of three and four can get an additional 15 hours of free childcare a week (totalling 30 hours a week or 1,140 a year), if they work and meet certain conditions. <https://www.gov.uk/childcare-calculator> or use the QR code below.





## Contributors

**Inspired  
to care**

Your journey to a career in social care

[www.inspiredtocare.co.uk](http://www.inspiredtocare.co.uk)  
As the Inspired to Care project, we help social care providers to find and recruit everyone from the laundry staff through to care professionals who have the right values and commitment to our sector. We do this by promoting the rewards of a career in care, signposting potential care workers to information and guidance, and by providing social care employers with tailored recruitment and retention resources.



[www.emcare.org.uk](http://www.emcare.org.uk)

EMCARE exists to help care home owners with these key aims and objectives:

- Promote the independent long-term care sector
- Assist owners in understanding legislation
- Promote high-quality care
- Help to facilitate staff training
- Consult with key agencies to promote even-handedness
- Identify key partners to support owners with high-quality products and services.



**LEICESTERSHIRE  
HOMECARE  
ALLIANCE**

[www.leics-homecare-alliance.org/](http://www.leics-homecare-alliance.org/)

The Alliance is a trade association founded in 2015 to help local homecare providers to form consortia so they could bid for a local authority contract.

The resulting partnerships flourished and the founding members realised there was lots more value to be had from working together, sharing best practice and improving the care we deliver; as well as the quality of life for the communities where we live and work.



[www.nhs.uk](http://www.nhs.uk)

The NHS stands for the National Health Service. It refers to the Government-funded medical and health care services that everyone living in the UK can use without being asked to pay the full cost of the service. These services include:  
Visiting a doctor or a nurse at a doctor's surgery.

