

There when you need us

PREPARED BY:

Business Development Manager



Continued Professional Development Policy

CPD MANDATORY

THE PURPOSE OF THIS POLICY

To inform staff about the CPD Mandatory Policy.

The Employment Businesses policy is to provide the highest quality of service to all of its clients. To provide this quality of service, Stellar Care recognises that all Agency workers must undergo training and development that equips them to perform their work competently and must provide evidence of that training for Stellar Care records, maintained by the centralised recruitment and compliance division (Stellar Care Compliance).

It is Stellar Care's policy that management is responsible for ensuring that Agency workers are provided with access to appropriate education, training and development and Stellar Care expects Agency workers to reciprocate this commitment by inputting on a regular basis to their own development activity.

In the interests of Patient Safety, all Stellar Care agency workers should be able to access mandatory training courses and advice regarding additional Continuing Professional Development.

INDUCTION POLICY FOR NEW AGENCY WORKERS

Stellar Care ensures the quality of its Agency workers through safe recruitment practices. Following the standard recruitment process and before an agency worker is offered a work placement, he or she is taken through a formal induction process.

CARE CERTIFICATE

All new care workers will be required to complete the Care Certificate with 12 weeks of starting with Stellar Care.

INDUCTION TRAINING ENCOMPASSES STELLAR CARE POLICIES & PROCEDURES

Policies and procedures relating to all aspects of business operations and standards of service in order to allow Agency workers to carry out their work in a manner which guarantees quality of provision, is safe and that protects the interests of clients at all times.

HEALTH AND IMMUNISATION

Health screening is updated on an annual basis to confirm fitness to work. Health screening is also updated if you leave the UK for a period of three months or more an NHS Trust or PCT may ask you to undertake a medical examination prior to commencement of a shift. If your health changes between annual updates, please advise the Stellar Care Compliance Team. Agency workers must be aware of HSC 1998/226 'Guidance on the Management of Aids/HIV Infected Health Care Workers and Patient Notification.

AGENCY WORKER HANDBOOK

Agency workers must be aware of MRSA contact and the need for screening. Further information is in your Stellar Care Nursing Division Agency Worker Handbook. If you suffer from any of the following you must contact your consultant immediately: vomiting, diarrhoea, or a rash.

HEALTH AND SAFETY

Agency workers must be aware of current Health & Safety legislation (The requirements of the 1974 and 1999 Acts). Check the Health & Safety Policy for each client Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Dangerous occurrences and serious, lost time injuries (over 3 days) must be reported to the Health & Safety Executive/ Environmental Health Officer immediately. Controls of Substances Hazardous to Health (COSHH), these regulations were set up to protect individuals working with hazardous substances. These include, blood, chemicals, bleach or any biological/chemical substance that evokes a toxic effect into the body. Further information is in your Stellar Care Agency Workers Handbook.

MENTAL CAPACITY ACT

The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lose capacity.

WHAT IS THE ACT FOR?

The Act governs decision-making on behalf of adults who may not be able to make their own decisions. For example, because of: a learning disability, an illness such as dementia, mental health problems. It is important that social care providers and other professionals promote awareness of the Act and are aware of their own responsibilities under the Act. The statutory Code of Practice provides additional guidance about how to put the Act into practice. Further information is in your Stellar Care Agency Worker Handbook.

MANUAL HANDLING

Each agency worker will be asked to provide evidence of practical Manual Handling training with a certificate from a recognised body or attend a Stellar Care Manual Handling training day.

Further to the initial training, an annual update must be completed. Check the local Manual Handling Policy with each client, further information can be found in the Stellar Care Agency Worker handbook.

FIRE

All agency workers within a location are required to acquaint themselves with instructions and what to do in the event of a fire. Check the fire policy & procedure with each client.

TRAINING

Each agency worker will receive or is required to participate in annual training in the following:

- Practical Moving & Handling
- Fire Safety Health & Safety including COSHH and RIDDOR
- Practical Adult Basic Life Support (and Paediatric life support if working with children)
- Infection Control POVA (and POCA if working with children)
- Food Hygiene Lone worker,
- Caldicott and Complaints Handling
- Handling Violence & Aggression

PRIVATE NURSING AND HOMECARE - NEW STAFF

In addition, new private nursing and homecare staff will complete the Skills for Care induction within the first six months of working for Stellar Care. Any staff already in place will receive the required training in line with client needs.

In addition to the above all Midwives will receive annual training in Resuscitation of the New-born and Interpretation of Cardiocotograph Traces.

LONE WORKER

Stellar Care has a responsibility to do all that is reasonably practicable to ensure the safety of its agency workers. Agency workers also have a responsibility to themselves and their colleagues to ensure that their acts or omissions do not jeopardise the safety of others. Personal safety is of paramount importance at all times; however, all healthcare practitioners encounter a degree of risk to themselves whilst undertaking their duties. Please be vigilant while you are on duty, further information can be found in the Stellar Care Agency Worker handbook. Training is updated annually.

RECOGNITION OF ABUSE PROTECTION OF ADULTS AT RISK OF HARM

"Adults at risk" are adults who—

- Are unable to safeguard their own well-being, property, rights or other interests,
 - Are at risk of harm, and
 - The Safeguarding Vulnerable Groups (Northern Ireland) Order 2007
- Further information can be found at;
http://www.opsi.gov.uk/si2007/uksi_20071351_en_1
Further information can also be found in the Stellar Care Handbook for Agency Workers.

DIGNITY IN CARE

Our Stellar Care Dignity in Care Charter is part of our continuing process of informing older people of their rights and privileges to enable them to make informed choices with regard to their care.

COMPLAINTS

Complaints may be received from clients, patients or members of the public because they are unhappy with any aspect of the service they receive, either from an individual or other member of our organisation. You may be asked to contribute information to an investigation into a complaint. You should supply this information as quickly as possible so that the matter can be resolved.

All complaints should be handled positively as they offer an insight into ways which the service is failing, and improvements can be made. If you are in receipt of a complaint, it is important that you contact your manager immediately for support and advice. Further detailed information is in the Stellar Care Agency Worker Handbook. Training will be updated annually.

CONFIDENTIALITY

All Agency workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party. Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998 and Human Rights Act 1999 and your agreement with the Company. Any concerns you may have regarding confidentiality can be discussed with your consultant. Failure to adhere to the Confidentiality policy may result in formal action being taken.

COMPUTER ACCESS

Clients may at their discretion authorise agency workers to gain access to certain programmes and data within those systems. Attempts must not be made to gain access to data or programmes to which authorisation has not been given. Ensure that you are aware of the local policy with each client.

APPRAISAL AND FEEDBACK

You will receive a performance review after six months and an annual appraisal. Client feedbacks are obtained after your first shift, post three months and annually thereafter (NHS). For non NHS work you will receive an annual appraisal. If you work in a homecare assignment you will receive regular supervision from your branch staff.

WORKING IN ESTABLISHMENTS

Agency workers are responsible at the start of their shift in an establishment for becoming familiar with the following procedures:

- Crash Call Procedure (cardiac arrest and medical emergency)
Ensure you know the relevant telephone numbers and bleep system.
- Fire
- Hot Spot Mechanisms (areas with high number of incidents/accidents/infections etc).
- Information Security
- Violent Episode Policy.
- How to alert security staff if an individual is in trouble.
- Infection Control and Notifiable Diseases

GENERAL INFORMATION

Please refer to your agency workers handbook or to your consultant:

- How to contact us
- Bookings, availability, self-bookings, timesheets
- Annual Leave (refer to terms of engagement) or our payroll department
- Job Description (Dom care only)
- Indemnity insurance (recommended)
- T&C's/ 48 hr opt out
- Annual ID badge / Annual handbook • Payroll queries
- Codes of Conduct (NMC the Code, Record Keeping Advice, Standards of Medicine Management, for carers -GSCC)
- Guidelines UKHCA
- Training
- NVQ/QCF
- Complaints Policy
- Medication Policy (see handbook)/ sign declaration if applicable
- PREP – guidelines on NMC website
- Uniform and Policy
- In an NHS assignment you may be asked to move ward, but you should only agree if you feel suitably skilled/qualified for the new placement
- Pay rates