



# Family Nursing & Home Care

## **Standard Operating Procedure**

### **Home Care Service Care Assistant Induction**

1 September 2021

## Document Profile

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## Version Control / Changes Made

Date	Version	Summary of changes made
May 2021	1	<p>Previous document transferred onto new SOP template and content reviewed and updated in line with the Jersey Care Commission Standards for Home Care 2019.</p> <p>Document title revised to clearly identify that this document only applies to care assistants employed by the Home Care Service.</p>

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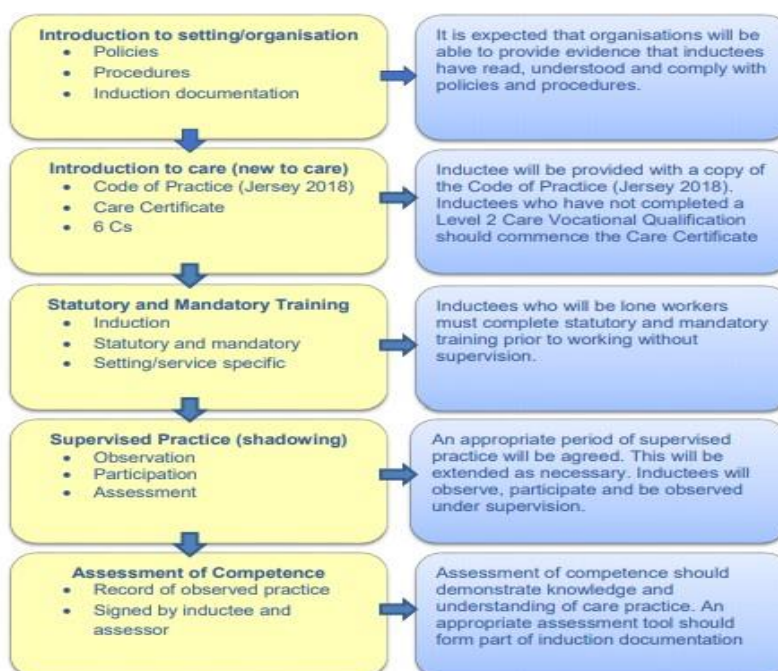
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## Introduction

Family Nursing & Home Care (FNHC) is committed to providing a high quality service to its patients/clients through effective management and development of all its employees and believes that an effective induction programme is an essential element of this. The purpose of induction is to ensure that staff are equipped and capable to deliver services safely and effectively and to support the successful integration of staff into or across the organisation and provides a combination of Corporate and Service Specific induction programmes to achieve this. It is expected that employees will complete both Corporate and Service Specific Induction programmes within 6 months of their start date.

Corporate Induction provides all employees with information about the organisation and its objectives and provides an overview of the various departments. In addition, Service Specific Induction provides information, guidance and support to the employee to learn the role into which they have been appointed, so they become competent to work without direct supervision.

The Home Care Service is one of the four services provided by FNHC that are registered with the Jersey Care Commission (JCC). Their Standards for Home Care state that “Care/support workers will complete a structured induction programme which will assess their competence to work in the care service. Care/support workers will not work without direct supervision until they have been assessed as competent” (JCC 2019 p.18). It has set out the following Induction Programme Requirements for Care/Support Workers:



The Home Care Manager will be responsible for:

- Arranging the allocation of a Senior Care Assistant to act as a Supporter/mentor during the 6 month probationary period
- Carrying out a review of the Care Assistant's progress at 3 months following discussion with the supporter/mentor and Care Assistant
- Completing the '3 month review' form ensuring that it is kept in the Care Assistant's personal file
- Completing 6 month review/End of Induction form to confirm end of Care Assistant's induction or agree extension period and review date.
- This form to be kept in Care Assistant's personal file. The Care Assistant must be given a copy if an action plan has been written.

The Supporter/mentor will be responsible for:

- Discussing the contents of the Competency Framework with the Care Assistant and give advice and guidance on its use
- Reviewing the Care Assistant's completed reflective accounts of learning to assess their knowledge and understanding of the key skills in caring.
- Using oral questioning and/or professional discussion to further assess the Care Assistant's knowledge and understanding of the key skills in caring
- Recording above using templates supplied in the Care Assistant's Guidelines for Caring in the Community pack.
- Monitoring the progress of the Care Assistant in accessing training and assessment of competencies and/or by appropriate designated persons.
- Organising meetings with the Care Assistant at regular intervals during the probationary period (minimum of once a month)
- Completing the 'Meeting with mentor/supporter' form documenting any agreed action for the Care Assistant to take.

The Care Assistant will be responsible for:

- Accessing training and assessment of competencies from appropriate designated persons
- Completing reflective accounts of learning for all the sections of the Guidelines for Caring in the Community, using the template supplied in the pack.
- Attending meetings with the supporter/mentor and carrying out any agreed action plans
- Retaining the 'Meeting with supporter/mentor' forms and returning them to the Home Care Manager at the end of the probationary period.

## SOP 1 Induction procedure – Classroom (knowledge) sessions

### **Purpose**

This Standard Operating Procedure (SOP) provides details of the FNHC Home Care Service classroom (knowledge) sessions to be completed by newly employed care assistants.

### **Scope**

This SOP applies to individuals who are employed to work as a Care Assistant for the FNHC Home Care Service. It does not cover Corporate Induction (see [FNHC Induction Policy](#) for further details).

### **Core Requirements**

“It is expected that organisations will be able to provide evidence that inductees have read, understood and comply with policies and procedures. Inductees will be provided with a copy of the Code of Practice (Jersey 2018). Inductees who have not completed a Level 2 Care Vocational Qualification should commence the Care Certificate” (JCC 2019).

All newly employed Care Assistants will attend the following FNHC classroom sessions as part of their induction and within six months of their commencement of employment date.

### Home Care Induction Programme June 2021 (taken from FNHC Prospectus 2021)

Date	Session	Speaker	Time	Location
Monday 07 June	Corporate Induction (as per <a href="#">FNHC Induction Policy</a> )	Various	09.00 – 13.00	PIPS Place
	<b>Lunch Break</b>			
	Introduction to programme, understand your role and your personal development	Home Care Manager	13.30 – 14.30	Le Bas Centre MR1
	Welcome and Introduction and Code of Practice	Home Care Manager	14.30 – 15.30	
	Policies and procedures, whistleblowing, uniforms, rota, kit, stores and ID Badges	SHCA	15.30 – 16.15	

Tuesday 08 June	Core Clinical Skills	Clinical Nurse Specialists	09.30 – 16.45	G Le G St Aubin
Wednesday 09 June	Core Clinical Skills	Clinical Nurse Specialists	09.30 – 15.30	G Le G St Aubin
Thursday 10 June	Delegation & Accountability	Education Team	09.30 – 10.30	Le Bas Centre MR1
	Record Keeping	Education Team	10.30 – 13.00	
	Lunch Break			
	Working in a person centred way, Privacy & Dignity	Education Team & SHCA	13.30 – 15.30	
Friday 11 June	Communication	Education Team	09.30 – 10.30	G Le G St Aubin
	Fluids and Nutrition	Education Team	10.30 – 11.30	
	Management of Medicines RQF / Update	Education Team & SHCA	11.30 – 13.30	
	Lunch Break			
	Awareness of mental health, dementia and learning disability	TBC	14.00– 16.00	

**FNHC Core Training 2021 (taken from FNHC Prospectus 2021)**

	<b>Day 1 14<sup>th</sup> June</b>	<b>Day 2 15<sup>th</sup> June</b>	<b>Day 3 16<sup>th</sup> June</b>	<b>Day 4 17<sup>th</sup> June</b>
<b>Morning</b>	Lone Worker	First Aid Includes BLS	Professional Writing and Recording	Health & Safety Moving & Handling Theory (All Staff)
<b>Afternoon</b>	Communication & De-escalation			Moving & Handling Practical (Clinical Staff)



## SOP 2 Induction procedure – Supervised practice (shadowing)

### **Purpose**

This Standard Operating Procedure (SOP) provides details of the FNHC Home Care Service period of supervised practice (shadowing) to be completed by newly employed Care Assistants.

### **Scope**

This SOP applies to individuals who are employed to work as a Care Assistant for the FNHC Home Care Service. It does not cover Corporate Induction (see [FNHC Induction Policy](#) for further details).

### **Core Requirements**

“Inductees who will be lone workers must complete statutory and mandatory training prior to working without supervision. An appropriate period of supervised practice will be agreed. This will be extended as necessary. Inductees will observe, participate and be observed under supervision” (JCC 2019)

All newly employed Care Assistants will complete a period of supervised practice with a Senior Care Assistant (minimum of two shifts per client) as part of their induction and within six months of their commencement of employment date.

The length of supervised practice will vary and will be tailored to suit the needs of each new employee, depending on their previous experience of care work, current qualifications, and the care needs of each client.

The Care Assistant will ensure that a record of their supervised practice is maintained in their Competency Framework document

It will be the responsibility of the Senior Care Assistant to co-ordinate this process and complete the ‘Able to Work Alone’ form within the new employee’s Competency Framework Record. This form is to be kept in the Care Assistant’s personal file.

## SOP 3 Induction procedure – Assessment of competence

### **Purpose**

This Standard Operating Procedure (SOP) provides details of the FNHC Home Care Service assessment of competence procedure which applies to all newly employed Care Assistants.

### **Scope**

This SOP applies to individuals who are employed to work as a Care Assistant for the FNHC Home Care Service. It does not cover Corporate Induction (see [FNHC Induction Policy](#) for further details).

### **Core Requirements**

“Assessment of competence should demonstrate knowledge and understanding of care practice. An appropriate assessment tool should form part of induction documentation” (JCC 2019)

All newly employed Care Assistants will have their competence assessed as part of their induction and supervised practice within six months of their commencement of employment date.

Following successful completion of their supervised practice/shadowing the Care Assistant may work alone with suitable clients with continuing support and supervision and with the agreement of the Home Care Manager, Senior Care Assistant and Care Assistant.

The Care Assistant will ensure that a record of assessments of competence of practical skills is maintained in their Competency Framework document

## SOP 4 Induction procedure – Completion of process and sign off

### **Purpose**

This Standard Operating Procedure (SOP) provides details of the FNHC Home Care Service completion and sign off of induction procedure which applies to all newly employed Care Assistants.

### **Scope**

This SOP applies to individuals who are employed to work as a Care Assistant for the FNHC Home Care Service. It does not cover Corporate Induction (see [FNHC Induction Policy](#) for further details).

### **Core Requirements**

Throughout the induction process every effort should be made to enable the Care Assistant to achieve all their competencies and meet all the criteria for successful completion of the induction programme.

It will be the responsibility of the Home Care Manager in collaboration with others who are involved to set reasonable time limits for successful completion of all steps of the induction procedure. Where appropriate it may be necessary to refer to the Capability Procedure.

In order to confirm that the Care Assistant has successfully completed their induction period, the following criteria must be met:

- Completion of all mandatory and service-specific training (classroom/online)
- Completion of relevant skills to a competent level, as documented in competency framework document
- Completion of a minimum of six months service/probation period
- Completion and return of all 'Meeting with supporter/mentor' records
- Agreement of Home Care Manager, supporter/mentor and Care Assistant that the induction programme requirements have been achieved