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## **Training Policy and Procedure**

### **Background**

Parkwood Healthwatch aims, as far as is reasonably practicable; to ensure the continued training of all staff at all levels to enable them to perform their individual duties safely, efficiently and professionally. We believe that the long-term prospects of **all** staff should improve whilst they work for us, through increased experience, in-house training and external training. The Healthwatch Training Policy aims to ultimately improve the service provided to the local community improve the ability of staff and volunteers to fulfill their roles. All training is either delivered at a Healthwatch site, at a dedicated training room or online.

### **Policy**

Healthwatch will:

- Provide appropriate induction training for all staff
- Ensure that all employees receive instruction on health and safety matters, especially those most relevant to their areas of work
- Identify individual employees who could benefit Healthwatch and themselves by attendance on an appropriate related or management course/training programme
- Provide funding for employees to attend the courses identified above i.e. course fees, examination fees, travel allowance and normally payment at standard rate for time off work to attend the course and any required examinations
- Identify individual management/supervisory staff who could benefit the company and themselves by attendance at appropriate business management, people management and I.T. courses
- Provide funds for management and supervisory staff to attend courses identified above i.e. course fees, examination fees, subsistence and travel allowance and normally payment at the standard rate for non-salaried employees for time off work to attend the course and any required examinations
- Keep records of all staff training and certificates at the relevant Healthwatch office
- Reserve the right to reclaim from employees funded for day or block release, part or all of the fees paid by Healthwatch if the employee voluntarily leaves employment during the course of study or within a previously specified time after completion of the course
- Normally only consider funding for day or block release courses after completion of twelve months of service with Healthwatch
- All staff shall read and understand their responsibilities in relation to this document and sign a record, to be kept at Head Office, declaring that they have done so.

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## Procedure

### 1. Induction

All members of the Healthwatch team are given an extensive induction into the procedures, expectations and policies. This is aimed at facilitating their entry into Healthwatch and their particular position. The induction package includes:

- Introduction to Parkwood Healthcare and the Parkwood Group
- Introduction to the vision and ethos of the local Healthwatch, key priorities and projects
- Staff Handbook
- Health and Safety Policy Statement
- Personnel Procedures
- Fire and Evacuation Procedures
- Customer Care
- Expectations

All the above will be detailed by the Healthwatch Manager and supported by Parkwood HR personnel. Supporting documentation will be issued as necessary. It would be usual for new members of staff to work alongside more experienced staff for a short time, in order to complete the induction.

### 2. Training Strategy

A key objective for Healthwatch is to develop the team to be the best in the business. The Healthwatch training strategy is viewed as a “top down” approach. Our training objectives are clearly defined and at regular intervals these will be re-appraised in liaison with contract staff and the Healthwatch Boards and action plans are developed to aid the implementation of the training programme.

Our training programme is designed to develop the staff as a unit primarily, rather than just concentrating on outstanding individuals.

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Customer Care will form a very important part of the training process, and this Policy should be referenced to complement and support this document.

### **3. Training plans**

Each Healthwatch team member should be subject to a training needs review by the Manager at least annually. This assessment should be used as a tool to inform the member of staff of the position within Healthwatch at which he/she is currently and of the position that he/she is expected to achieve in twelve months and twenty-four months time. This will facilitate both staff awareness and understanding of their roles and the establishing of personal training plans. Training Record Forms are designed to help in this matter.

The senior staff will undergo an appraisal conducted by the General Manager.

### **4. Training records**

The current level of competence will be shown in detail on the member of staff's Training Record Form. These will then be used to assess each employee. The form should highlight the current level of competence and indicate the training required to reach the next level of achievement.

This is an important part of the training regime, and, although it is aimed at setting defined levels within contracts, the system will also create company standards across all Healthwatch contracts. This will enable Head Office to assimilate a moving company profile to give a readily available 'snapshot' of our current skills, qualifications and progress at any one time. This information is invaluable and can assist with personnel transfers between contracts and over a period of time can be used to optimise the staffing across all contracts. Areas where recruitment may be necessary will also be highlighted by this system.

### **5. Safety training**

Senior management will undertake biannual safety audits, which will produce recommendations for changes to the specific health and safety policy and current working practices. Healthwatch managers complete monthly health and safety audits for their respective work bases. Where working practices are altered training will be given in full until the employee(s) becomes safe and competent in the task.

There will be regular staff safety meetings, which will act as a training seminar on general health and safety issues within the environment.

As a matter of course relevant safety training courses will be provided to relevant staff. Such courses will normally be internally provided, but where appropriate, external training will be given.

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## **6. Fire Drills**

All staff will be required to know the evacuation procedures from all parts of the buildings that are relevant to their working environment.

## **7. Additional training**

As well as the standard induction training, staff will receive initial training specific to their posts.

## **8. Continuous development**

Developments in health and social care inevitably require all members of our Healthwatch to continually update their skills and knowledge in order that they keep pace with change.

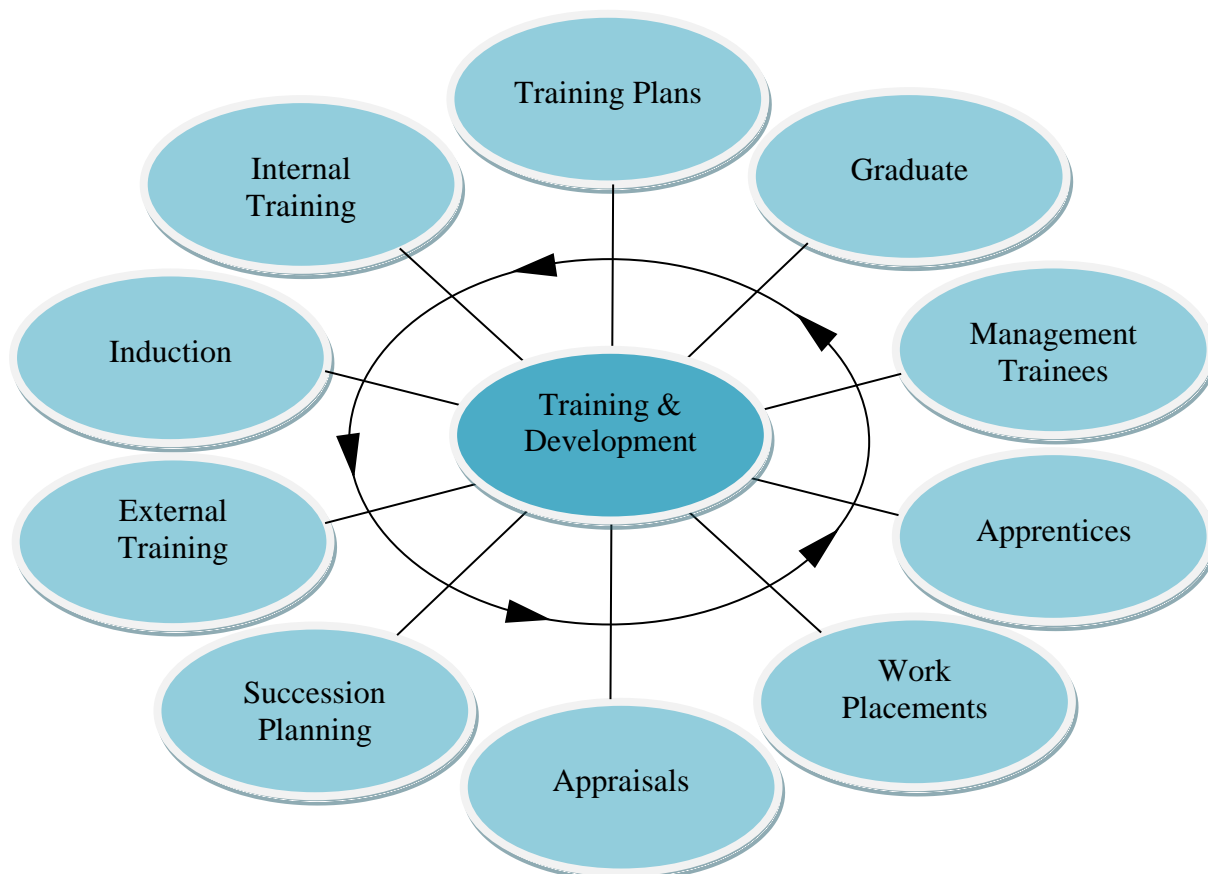
The concept of Continuous Development encourages individuals to take a certain amount of responsibility for the management of their own training, to learn from real experiences at work and to learn throughout their working life, as opposed to occasional injections of training sessions. Healthwatch therefore encourages individuals to participate in formulating their own training plan, identify their own training needs and provide some support by which those needs might be realistically achieved.

Healthwatch aims to integrate Continuous Development into the workplace through the following measures:

- Rapid and effective communication of priority operational needs
- Availability of appropriate learning opportunities, facilities and resources as a normal part of working life
- Implementation of processes which naturally integrate learning with work (i.e. brainstorming sessions, interdepartmental working)
- Holding of regular appraisals involving the agreement of learning objectives with individuals and providing consultative advice and feedback on individual and team progress.

Our emphasis upon internal promotion reinforces the need to provide a climate, which encourages continuous learning as an integral part of working life. The development of a range of transferable competencies allows employees to remain employable through their working life, and to respond to cross-functional working with a proactive disposition. For Healthwatch, the resulting generation of relevant and innovative ideas, the maintaining of a motivated workforce, the ability to deploy individuals across the hierarchical structure and a more efficient operational performance ultimately leads to the desired delivery of service.

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**\*Parkwood Disclaimer**

This policy applies to all staff when acting under the cover of 'Healthwatch' and whilst carrying out 'Healthwatch' specific activities. All Healthwatch staff are Parkwood employees and it is such that this policy is underpinned by Parkwood's policy and procedural framework. Parkwood reserves the right to implement its own policies in relation to Parkwood employees at any time.

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## References

### Related Policies and Procedures

| <u>Healthwatch</u>     | <u>Parkwood</u>          |
|------------------------|--------------------------|
| Information Governance | Data Protection          |
| Databases              | Data Protection Guidance |
| Enter and View         | Confidentiality          |
| Equality and Diversity | Retention of Records     |
|                        | Staff Appraisal          |
|                        | Induction                |
|                        | Equality and Diversity   |
|                        | Training                 |