

Date: 10/10/2012  
Review Date: 10/10/2013

## Training and Development Policy

The overall purpose of myhomecare.ie Training and Development policy is to strategically set out guidelines and purpose of training and development of all employees'. This policy and our training plan is reviewed by our managers and training specialists annually and updated accordingly.

The policy emphasises the importance of maintaining a continuous learning programme to develop the skills and knowledge of all employees to ensure that the care delivered is of the highest standard in accordance with best practice.

Myhomecare.ie endeavours to ensure that all personnel are trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their assigned activities and responsibilities. It is also the aim of the company to encourage its employees' to make the most of learning opportunities to realise their own personal potential and enjoyment of their job.

Myhomecare.ie aspire to create a learning environment where employees' will be prepared to accept change, develop new skills and take responsibility for their own continuous learning, in partnership with their immediate Nurse Manager.

The training provided aims to ensure that staff are equipped with the essential knowledge and skills to carry out their role and meet the changing needs of the service users, their relatives and representatives.

The following are in place to assist in the assurance that all employees have the opportunity to meet these requirements:

- Active training plan in place for all the different disciplines - training calendar available to view forthcoming 12-month period.
- Allows employees to better understand their job function and expected performance
- Sets standards through having accurate job descriptions and an annual appraisal review
- Each employee has the opportunity to learn and develop new skills to become more competent in their role

### Mobile Training Unit

- To ensure our training is available country wide, we have a mobile training unit which is fully equipped with all the necessary training aids such as hoist and bed sliding sheets etc. to provide training at any location around the country therefore providing a flexible approach to our training initiative.

### Trainers

All our courses are designed and delivered by trainers with extensive clinical experience and knowledge in each area.

- Emma Moroney RGN FETAC accredited trainer (Care Skills)
- Natalie Clarke RPN (Dementia Care)
- Siobhan Hayes CNM (Trachy care)
- Sheila Fitzgerald CNM (Trachy care)
- Anne O'Boyle RGN (Continence Wear)
- Sarah O'Farrelly RGN (Continence Wear)
- Patricia Seresh CNM (Infection Control)
- Declan Savage MSc (Infection Control / Elder Abuse)
- Brid Brady (MSc Public Health Dietetics (Nutrition))
- Fire Officers Nationwide
- Garda – To deliver talks on security in the home
- Stoma care nurse
- Bradley Pharmacists

This list is not exhaustive as we will invite outside experts from specialists areas to provide workshops.

### **Annual Appraisals**

Myhomecare.ie have an annual appraisal system which manages the evaluation of each specific job description therefore providing the General Manager and line managers with the opportunity to review each employee's performance. This will provide a mutual opportunity for developing objectives and agreeing targets in order to enhance personal performance and create training and development plans. The General Manager will periodically review the success of any training and development plans according to the time frame agreed during an appraisal meeting.

### **New Employees**

All new employees will undergo a company induction plan specific to their role.

All new employees will undergo an initial 6 months probationary period. During this time employees must demonstrate that they have the necessary skills to carry out their role to satisfactory level of productivity and quality of workmanship. A first shift feedback form will be completed following the employee's first shift and a 3 month supervision form will be completed three months following their start date. These forms will be uploaded to the employee's personal file on our TSS database.

At the end of the 6 month probation period an informal review will take place inviting the Employee and his/her immediate Nursing Manager / Supervisor to evaluate performance and discuss their future in the company.

### **Induction Programme**

The induction programme is broken into several modules which is delivered over four full days. The trainer continually requests that staff provide feedback of being able to fully understand all aspects being covered before moving to the next stage. In addition to this the staff will receive continuous training throughout the year which is part of our training programme. The staff will also receive any specialised training specific to client's individual needs such as stoma care etc when necessary as part of the clients care plan before each assignment.

### **FETAC Level 5**

It is policy of myhomecare.ie to recruit staff that have completed or are in the process of completing the FETAC Level 5 Healthcare Support Training Programme.

We are committed to ensuring that all staff recruited after 1st January 2012 will have completed or are in the process of completing their Healthcare Support FETAC Level 5. To ensure that all staff have the opportunity to qualify in this area, myhomecare.ie are in the process of rolling out a training plan to implement FETAC Level 5 Healthcare Support for all our current homecare staff that have not completed all 8 modules at present. We are alongside Nifast and Chevron training (both FETAC accredited training companies) to achieve this by 1st January 2012.

The aim of ensuring all staff are FETAC level 5 qualified is to facilitate the growth of knowledge and skills necessary to deliver excellence client service as well as aiding in the cultivation and development of appropriate interpersonal and interactive skills. This in turn ensures that myhomecare.ie is responding to the needs of others and all staff are able to work as a member of our multidisciplinary team.

Myhomecare.ie has a training and development policy in place which is reviewed at the beginning of each year by the General Manager and supervisor who meet to discuss and re-evaluate the following:

- Ensure all staff minimum mandatory training is up to date.
- Quality of training delivered over the last year
- The training needs of the homecare staff

- Client specific care needs – ensuring training provided was adequate to meet the client’s changing needs
- Update the training plan for the coming year which will be adjusted if the client’s needs change throughout the year (training calendar)
- Identify any specialised training needed for specific Client’s such as stoma care etc

Longstanding and experienced staff and staff that present with all the necessary qualifications including Fetac Level 5 competencies are also routinely assessed through onsite shadowing and attending updated courses. The carer’s skills are assessed to ensure they preserve the clients right to dignity, integrity, privacy and choice. All care delivered is centre to promoting independence and autonomy at all times.

If a staff member has been reported to be lacking in competence in carrying out a particular task the supervisor /nurse manager will invite the staff member to attend a meeting at their local homecare office. The staff member competency levels will be examined and in the instance of further training being required; this will be arranged before being assigned any new cases. At the staff annual review the staff are invited to suggest any training they feel would help them carry out their role better. In addition to this when the homecare supervisor or managers are carrying out a spot check they may shadow the staff member and assess their competency on carrying out the assigned tasks. They will provide advice and additional training if deemed necessary

#### **Training File**

The Nurse manager / Supervisor will be responsible for updating and maintaining the employee Training File that include the following documentation:

- Company training & development policy
- Annual appraisal
- Personnel Training Record Sheets
- Certificates of External Training

All details are captured on the myhomecare.ie Temp Staffing Solutions (TSS) ensuring effective storage of all staff’s information.

#### **Storage of staff Information**

Myhomecare.ie storage of staff records are compliant with Data Protection Law and Freedom of Information Law other relevant legislation. All records are maintained for a period of up to 8 years from the date of the last contact with the service user. After this time the records will be archived in accordance with the ISO procedures and locked in archiving room.

Myhomecare.ie use a Temp scheduling System (TSS) as a platform to manage compliance and ensure that all mandatory training is up to date.

Each employee has an electronic file stored in this system. These files are secured by password in accordance with data protection and contain all training on each employee with supported uploaded certificates and documentation. These files are only accessed by authorised personal.

The training and compliance team run a weekly report which identify mandatory training due for renewal. The employee will in turn be notified that they must attend the mandatory training and are provided with training dates as per the training calendar. If they fail comply with the compliance team, their working status on TSS is changed to inactive and will not be placed as a carer until all required training has been completed.

The training and compliance team will also invite any staff identified with training gaps by the nursing manager and supervisor to attend each of the courses arranged in accordance with the agreed training schedule.

### **Policies and Procedures**

Myhomecare.ie implements a clear set of current policies and procedures to support practice and meet the requirements of legislation, which are dated and monitored as part of the quality assurance process. The policies and procedures are reviewed and amended annually or less if required.

All staff receive an employee handbook when they join the Myhomecare.ie team. This handbook is aimed at outlining all the Myhomecare.ie policies, procedures and code of practices which staff are obliged to read, sign and adhere to. If they fail to do so, disciplinary procedures will be initiated. Staff can also access policies and procedures on the myhomecare.ie website using a secure login given to them following induction.

The staff are trained and are familiar with current policies, procedures and codes of practice. The Service Users and or their representative have access to relevant information on the policies and procedures as appropriate.

The Contracting Authority reserves the right to request and inspect all relevant policies and procedures in the power, procurement and/or control of the myhomecare.ie in relation to the Services

For people with special communication requirements, there are clear and agreed ways of identifying home care workers from myhomecare.ie.

Myhomecare.ie policies, procedures and code of practices are reviewed and updated regularly, dependent on legislative and business changes. All staff are informed of any changes through briefing sessions organised by their general manager. If a new policy or procedure is introduced they will be provided with an induction on this policy and handbooks are updated accordingly.

### **Management Team**

The role of the Management team is crucial for the successful implementation of this strategy.

Management must encourage and coach all employees to learn from problems, mistakes, challenges and successes inherent in their daily activities.

The General Manager and Nursing Managers will be responsible for discussing, planning, implementing, organising and reviewing;

- All management / employee training and development needs
- Plans in the pursuit of the company's primary business objectives
- Initiating long-term growth
- Generating operational stability and organisational change
- Ensuring personal fulfilment and job satisfaction

Myhomecare.ie has a designated Training department and Compliance team.

These teams are aimed at ensuring that our staff are been trained to the highest standards therefore providing a reputable high standard of service to our clients.