



Richmond House

Social Care Services CIC

Induction Programme For new staff

Children Support Worker

Health Support Worker

2024



INDUCTION PROGRAMME FOR NEW STAFF

The induction programme lists suggested activities to be covered from day one through to the end of probation.

SESSION	SUGGESTED CONTENT OF SESSION
Introduction <i>Person Responsible – Line Manager</i>	<ul style="list-style-type: none">• Mission, Vision, Objectives of work area• How the work area fits in to the wider Community• All key operational and social areas to be visited. (e.g. Offices, Labs, Catering Facilities, Bank, Library)
Introduction to other members of staff <i>Person Responsible – Line Manager</i>	<ul style="list-style-type: none">• Go through organisation chart• Discuss roles and responsibilities of staff in general terms.• May also want to extend time to allow visits to key contacts outwith work area.
Introduction to the other teams within the Work area (if appropriate) <i>Person Responsible – Line Manager</i>	<ul style="list-style-type: none">• Purpose/Activities of the other teams/work areas• How the team fits in to the work area• How the work area fits into the Community
Terms and Conditions <i>Person Responsible – Line Manager</i>	<ul style="list-style-type: none">• Ensure new start has viewed and understood information contained in the Information for New Employees this contains important information on terms and conditions.
Performance Standards <i>Person Responsible – Line Manager</i>	<ul style="list-style-type: none">• Outline specifics of job role – (job description)• Define goals, objectives, and expectations• Review probation and performance and development review/ PDR/ appraisal process.
Culture of the Work area <i>Person Responsible – Line Manager/Nominee</i>	<ul style="list-style-type: none">• Make new start aware of local arrangements regarding hours of work, holiday requests, sickness procedure, after hours working, dress code, lunch arrangements, etc.• Other House procedures e.g. internet and e-mail usage, transportation and parking, etc.
Office Systems <i>Person Responsible – Line Manager/Nominee</i>	<ul style="list-style-type: none">• Review processes for using office equipment such as: computer, telephone, voice mail, fax, printer, photocopier, etc.• Review processes for using other house equipment/systems such as: libraries, open access computers, etc.• Review computer security, and software usage.• Consider environmental efficiencies (waste, recycling, energy)
Job Specific Training and	<ul style="list-style-type: none">• Role specific development needs should be reviewed

<p>Development <i>Person Responsible – Line Manager/Nominee</i></p>	<p>and a suitable programme of training should be planned that aligns the individual's skills to their core duties.</p> <ul style="list-style-type: none"> • Staff with line management responsibilities should be clear as to their duties and attend any relevant training. • Outline the use of Personal Performance and Development Reviews/ PDR as one method for determining ongoing role specific development needs. • Introduce House wide training and development opportunities available to staff. • Review use of personal development planning tools (i.e. PDP)
<p>Health and Safety <i>Person Responsible – Health & Safety Co-ordinator/ Line Manager</i></p>	<ul style="list-style-type: none"> • Physical – fire exits, fire alarms, fire evacuation procedure, fire-training arrangements, manual handling, first-aid arrangements, and other arrangements as required.
<p>Monitoring and Evaluation <i>Person Responsible – Line Manager</i></p>	<ul style="list-style-type: none"> • It is important that the Induction programme is monitored and reviewed. • Throughout the period regular review meetings should be held and any adjustments made.
<p>Probation <i>Person Responsible – Line Manager</i></p>	<ul style="list-style-type: none"> • For new staff the Probation Policy will apply

Note: All Internet and email activity is subject to monitoring

You must read this policy in conjunction with the e-Safety Policy. Once you have read and understood both you must

sign this policy sheet.

Internet access - You must not access or attempt to access any sites that contain any of the following: child abuse; pornography; promoting discrimination of any kind; promoting racial or religious hatred; promoting illegal acts; any other information which may be illegal or offensive to colleagues. Inadvertent access must be treated as an e-safety incident, reported to the e-safety officer and an incident form completed.

Social networking – is not allowed in House unless for professional use using Google+. Staff using social networking for personal use should never undermine the House, its staff, parents or children. Staff should not become “friends” with parents or children on personal social networks. The House advises against online friendships and communication with former Children, particularly if the children are under the age of 18 years.

Use of Email – In the rare event staff should need to use their House email address for personal business the emails must be marked ‘Personal’ in the subject box. Staff should be aware all emails from the House email address are subject to Freedom of Information requests and may not be confidential.

Use of Children names - when referring to Children in emails initials must be used to protect confidentiality. Children can only be referred to by their first names on the website.

Passwords - Staff should keep passwords private. There is no occasion when a password needs to be shared with another member of staff or children, or IT support.

Personal Use of House ICT - You are not permitted to use ICT equipment for personal use unless specific permission has been given from the Registered Manager who will set the boundaries of personal use.

Images and Videos - You should not upload onto any internet site or service images or videos of yourself, other staff or children without consent. This is applicable professionally (in House) or personally (i.e. staff outings).

Use of Personal ICT - use of personal ICT equipment is at the discretion of the Registered Manager. Permission must be sought stating the reason for using personal equipment; a risk assessment will be carried out by IT support and the Designated Lead for Safeguarding. Personal ICT equipment (in particular mobile phones) must not be used to take photographs or video in the House or outings with children, use the outing camera only.

Viruses and other malware - any virus outbreaks are to be reported to the ICT technician as soon as it is practical to do so, along with the name of the virus (if known) and actions taken by the House.

e-Safety – like health and safety, e-safety is the responsibility of everyone to everyone. As such you will promote positive e-safety messages in all use of ICT whether you are with other members of staff or with students.

signed.....date.....

	Area of discussion and activity	Sign off and Comment
Date	<p>Session1</p> <ul style="list-style-type: none"> • Meet with Supervisor - Arrange supervisor date • Agree you shifts with your supervisor and your role as a Children Support Worker CSW • Discuss Personal Care with your supervisor. You will not have any engagement with personal care until they signed off by the Registered Manager on your induction programme. • Meet with staff and discuss ICT login, email address and ID card, get info re telephone numbers • Meet with a senior, discuss Fire Safety, and a photo taken for the ID card. 	
Date	<p>Session 2</p> <ul style="list-style-type: none"> • Meet with a senior to discuss, personal care with young people, Pink Log book guidelines, contingency folder, workplace etiquette, appropriate clothing, use of mobile phones, social Media and smoking policy • Familiarise yourself with email, Richmond House Online Booking, and Social Care Online Training • Read the Safeguarding file and complete Safeguarding and CSE e-Learning 	

Date	Session3 <ul style="list-style-type: none"> • Discuss with a senior young people's files and ask questions on each shift when you have time • In the coming weeks you need to complete the following e-learning along Richmond House Induction <ol style="list-style-type: none"> 1. Customer Care Essentials 2. Data Protection 3. Dealing with Customer Feedback 4. Equality & Diversity 5. Freedom of Information 6. Information Security 7. Introduction to Health & Safety 	
Date	Session 4 <ul style="list-style-type: none"> • Discuss with a senior, Timesheets, use of personal transport and how to record expenses. • Go through the website, filing system, familiarise yourself with the Statement of Purpose and all policies 	
Date	Session 5 <ul style="list-style-type: none"> • Meet with a manager to discuss • Safeguarding, Process • Personal Care • Health and Safety • Children and young people Disclosure • LADO (Local Authority Designated Officer) 	
Date	Session 6 <ul style="list-style-type: none"> • Meet with your supervisor to discuss your progress to date and any outstanding areas. 	

Training

Staff received training to meet the needs of the children and young people they are working with to include Safeguarding Child Protection Training, Safe Administration of Medication Training, First Aid Training, Epilepsy Awareness, Oral Midazolam training, Health and Safety awareness training.

Specifically trained in childcare and thoroughly vetted at interview stage. All staff have an enhanced Criminal Record Bureau check and references gained prior to working.

Richmond House Statutory | Mandatory Training

1. Health and Safety Training.
2. Food Hygiene and Safety.
3. Personal care and Personal Hygiene.
4. Manual Handling | Moving and Handling of People.
5. Safeguarding Vulnerable Adults & Safeguarding Children.
6. Infection Prevention & Control.
7. Emergency First Aid.
8. Equality & Diversity and Human Rights.
9. Duty of Care, Privacy and Dignity.
10. Autism, Epilepsy and Disability Awareness.
11. Mental Health & Deprivation of Liberty.
12. Information Governance and The General Data Protection Regulation
GDPR.
13. Gastrostomy, Diabetes Medication Administration Training.
14. Customer Services & Conflict Management.
15. Children and Family Development and Legislation
16. Managing Changing Behaviours.

Richmond House Bespoke Training:

Training	Training provider/ Training course
Ventilator, Nippy 3	
Safe Administration of medication	
SATs machine	
Humidifier	
Tracheostomy care	
Suction machine	
Nebuliser	
SATs, complex care	