

## Policy 5

### **INDUCTION, REVALIDATION/APPRaisal & MANDATORY TRAINING POLICY**

The Employment Businesses policy is to provide the highest quality of service to all of its Clients. To provide this quality of service, A24 Group 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 A24 Group records, maintained by the centralised recruitment and compliance division (A24 Group Compliance).

It is A24 Group's policy that management is responsible for ensuring that Agency workers are provided with access to appropriate education, training and development and A24 Group 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 A24 Group agency workers should be able to access mandatory training courses and advice regarding additional Continuing Professional Development

#### **Induction Policy for New Agency Workers**

A24 Group 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 must be taken through a formal work place induction process in line with the clients requirements.

#### **Induction training encompasses A24 Group 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 A24 Group OH service. Agency workers must be aware of HSC 1998/226 'Guidance on the Management of Aids/HIV Infected Health Care Workers and Patient Notification. Further information is in your A24 Group Nursing Division Agency Worker Handbook.

Agency workers must be aware of MRSA contact and the need for screening. Further information is in your A24 Group Nursing Division Agency Worker Handbook.

If you suffer from any of the following you must contact your consultant immediately: vomiting, diarrhoea or a rash

## **Statutory & Mandatory Training**

### **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 A24 Group Nursing Division Agency Worker 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 A24 Group Nursing Division Agency Worker Handbook.

### **Adult Basic/Immediate Life Support (and Paediatric life support if working with children)**

Each agency worker will be asked to provide evidence of practical Resuscitation training with a certificate from a recognised body aligned to the UK Core Skills for Health training framework or attend an A24 Group in-house Mandatory resuscitation training day. Further to the initial training an annual update must be completed.

Check the local resuscitation policy with each client, further information can be found in the A24 Group Nursing Division Agency Worker handbook

### **Manual Handling**

Each agency worker will be asked to provide evidence of practical Manual Handling level 1 & 2 training with a certificate from a recognised body aligned to the UK Core Skills for Health

training framework or attend an A24 Group in-house 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 A24 Group Nursing Division 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 & local induction procedure with each client.

## Mandatory Training

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

- Practical Adult Basic Life Support (and Paediatric life support if working with children)
- Practical Moving & Handling
- Fire Safety
- Equality & Diversity
- Health & Safety including COSHH and RIDDOR
- Infection Control
- POVA – Protection of Vulnerable Adults – Level 1 & 2
- POCA – Protection of Vulnerable Children – Level 1 & 2 (Level 3 – Job role specific)
- Food Hygiene
- Lone worker, Caldicott and Complaints Handling
- Handling Violence & Aggression (Conflict Resolution)
- In addition to the above all Midwives will receive annual training in Resuscitation of the Newborn and Interpretation of Cardiotocograph Traces

## Lone Worker

A24 Group 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 A24 Group Nursing Division 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, Further information can also be found in the A24 Group Nursing Division Handbook for Agency Workers.

## 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 A24 Group Nursing Division Agency Worker Handbook Training will be updated annually

### **Challenging Behaviour**

"Severely challenging behaviour refers to behaviour of such an intensity, frequency or duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit or delay access to, and use of, ordinary community facilities" (Report HMSO 1993) from Emmerson et al (1987).

Further information is detailed in the A24 Group Nursing Division Agency Worker Handbook If you work in relevant assignments you will need to complete a training update annually for 'Handling Violence and Aggression/Conflict Resolution'.

### **Mental Health Workers only**

Each Agency Worker undertaking work with people who have Mental Health problems will be requested to update the following annually:

Mental Health Act/Mental Capacity Act

Handling Violence and Aggression/Conflict Resolution

Control & Restraint/Breakaway training or relevant Mental Health speciality training in line with your client specific requirements.

### **Caldicott**

You are required to ensure you understand how information is used and for the purpose of Data Protection.

The Caldicott Framework was set up in March 1999. The Framework requires each NHS organisation to appoint a senior clinician such as the medical director as 'Caldicott or Information Guardian'. The Guardian's responsibilities include:

- auditing current practice and procedures;
- managing an improvement plan which is monitored through the clinical and corporate governance frameworks;
- developing protocols for inter-agency information sharing at a local level;
- Making decisions about how their organisation uses patient identifying information. For example they provide advice in relation to research studies, or disclosure in the public interest

Further information is detailed in the A24 Group Nursing Division Agency Worker Handbook

### **Data Protection**

You are required to ensure you understand how information is used and for the purpose of Data Protection.

Agency workers must be aware of the Data Protection Act 1998.  
The Company is a 'Data Controller' for the purposes of the Data Protection Act 1998.  
Further information is detailed in A24 Group Nursing Division Agency Worker Handbook.

### **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 6 months and thereafter assessed on an annual basis via the A24 Group appraisal process. Assessment may be completed by an appropriate practitioner of the same discipline. All client feedback/references, training and qualification certificates will be available to accurately evaluate your performance which will result in a written 'Personal Development Plan' as agreed with the appraiser.

Client feedbacks are obtained after your first shift, post three months and annually thereafter (NHS).

Your feedback will assess your general service levels including punctuality, attitude and ability to carry out practical tasks.

If you work in a homecare assignment you will receive regular supervision from your branch staff.

### **Revalidation**

Revalidation is the process that allows you to maintain your registration with the NMC. It is a continuous process to demonstrate your ability to continue to practice safely.

Completing the revalidation process is your responsibility as the registered professional, however the A24 Group will assist where applicable.

### **450 practice hours for a nurse and midwife or 900 hours if practicing as both.**

- We will supply a contract of registration which stipulates the total amount of hours you completed via the A24 Group.
- The letter of registration will stipulate your designation to confirm your scope of practice.
- Evidence hours of mandatory training conducted (where applicable) and/or store and supply all training certificates.

- Store and provide evidence of both participatory and online training completed via the A24 Group.

#### 5 pieces of practice related feedback

- Annual performance appraisals feedback.
- Feedback from patients, service users and clients whom you have undertaken assignments with the A24 Group.
- Interview feedback from your interview with the A24 Group.

#### 5 written reflective accounts

- Self-reflective feedback provided during the annual performance appraisals on your job role in its entirety.
- Reflection on feedback received post mandatory training sessions.

#### Health and Character Declaration

- Completion of the Occupational Health Medical Questionnaire and annual review form.
- Character reference to be obtained from a work colleague.

#### Professional Indemnity Arrangement

- As this is only reserved for internal employees, you are obligated to evidence you professional indemnity independently.

#### 35 Hours of CPD (continuing practical development) with 20 hours being participatory learning (face to face/classroom based)

- Store and provide evidence of both participatory and online training completed via the A24 Group

We are assisting agency workers with appraisals, which can be used as part of your portfolio to submit for revalidation, as well as issuing you with feedback forms, which you can take to clients you are working at for the agency in order to get practice-related feedback. You can then send this back to us and we will load this onto your agency profile for safe keeping.

#### Working in Establishments/Work Place Induction

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

- Familiarise yourself with the relevant important stakeholders in the institution. i.e. ward manager
- Crash Call Procedure (cardiac arrest and medical emergency) Ensure you know the relevant telephone numbers and bleep system.
- Fire and evacuation procedure.
- Points of interest – toilers, shower, locker, cloakroom
- 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)
- Training
- NVQ
- 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