Stepping forward
Stepping back

Adult Provider Services
Induction Programme

INDUCTION GUIDE
Welcome

This Induction guide supports you in taking your new staff through the Stepping Forward Stepping Back induction programme. This guide describes each part of the induction programme and your role in supporting new staff to complete the programme’s activities.

Thank you for your dedication and commitment to providing new staff with a robust and comprehensive learning environment and we look forward to working together with you to ensure staff feel confident and supported in their first few months and continue to feel supported in their professional development and career with Adult Services.

Stepping Forward Stepping Back is the exciting new induction programme which supports new staff through a four week programme of taught sessions combined with workplace learning activities to ensure they meet the Skills for Care Common Induction Standards within their first 12 weeks.

The programme has been developed in partnership with PaCT and provider services from all care sectors and clearly sets out the standards and expectations of new staff and the values required to work for Hampshire County council’s adult service.

The key message which underpins the whole programme for new staff is that providing the very best support is everybody’s business. Knowing when to step forward and when to step back is a key element of supporting individuals in a person-centred way. Working in this way puts emphasis not on the task but the individual’s experience. New staff will demonstrate courage, compassion and commitment to work with individuals to have a positive experience within Adult Services recognising that the smallest thing can make the biggest difference.

Your role in this is to have a close link with the PaCT workforce development team to get the best and most robust induction which is the key to providing quality services. We expect new staff to commit to this programme, take responsibility for their learning and take the steps necessary to make their learning experience the best foundation for their future career.

I hope this guide will be useful and if you have any questions contact Gem Kent at germaine.kent@hants.gov.uk or 01962 845063.
Section 1
Programme information
Section 1
Programme Information

**STAGE 1**
**Recruitment**
Workplace – Identify vacancy and get permission to recruit. Inform PaCT of recruitment plan.
PaCT – Track recruitment plan using HR reporting systems.

**STAGE 2**
**Interview**
Workplace – At interview inform candidates of induction programme and expectations. If there is a delay then inform PaCT.
PaCT – Track recruitment progress and follow up with manager where conditional offers have been made. Keep in contact to monitor and book programme provisionally.

**STAGE 3**
**Offer**
Workplace – Once firm offer has been made and checks completed agree start date with new employee and PaCT and inform them of the induction dates. Provide Mandy Littlehales at PaCT with names and home addresses so welcome pack can be sent out.
PaCT – Book induction for new employee according to notice period and confirm the date with the manager and send out welcome pack to new employee.

**STAGE 4**
**First day**
Workplace – Arrange in house unit induction and ensure new employee has all the information for the training sessions.
PaCT – Provide information and support for new inductees. Prepare for induction programme.
Welcome pack

The welcome pack is sent out to the new employee once they have been offered the post unconditionally. The welcome pack includes an outline of the programme and programme details and dates as well as joining instructions. It includes a calendar for new staff to view the training dates and organise workplace activities.

Programme Outline

The programme combines taught sessions with workplace learning.

By completing the four week induction programme new staff will be working towards the Skills for Care Common Induction Standards which are a mandatory requirement for their role in Adult Services.

Participant’s handbook

Each new member of staff will receive a handbook on their first day of training. The handbook includes information they need to understand their role as well as questions to assess their learning which are completed during the taught sessions. At the end of each session participants will be asked to consider how the learning relates to Care Quality Commission standards and prepares them for any questions inspectors may have. The handbook includes space for the participants to reflect on what they have learnt and complete their project.
Workplace learning

You as the induction lead in the workplace will support new staff through their induction. There are planned activities to complete each week with the new staff. At the beginning of each week during the four week programme new staff will meet with you and agree the activities that need to be completed during each week and review the previous weeks learning.

The calendar opposite will help to plan when each activity needs completing.

These activities include

- Shadowing opportunities
- Workplace project
- E-learning

Further details about these activities can be found in section 3 of this handbook.

In addition you will find all of the programme templates on the web page at www.hants.gov.uk/steppingforward/downloads

Taught sessions

Each taught session begins with the days key messages, these are the most important messages that new staff will take away with them. At the end of each taught session the trainer will go through how new staff will measure the success of the training, we will expect them to deliver these successes practically in their workplace.

Induction leads are expected to attend the first day of training with the new staff member to support them. We also invite managers to attend the last day of training to celebrate the staff’s success.
# Stepping Forward Stepping Back

## Induction Programme

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### Workplace activities:

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The 8 steps to induction...

1. **In Step**
   In Step provides them with the information and resources they need to undertake their induction programme. They will be introduced to the Director of Adult Services and the aims and objectives of the department, as well as individuals who use services in the community of Hampshire. The day sets out the expectations and the core health and social care values required to work in Adult Services.

2. **Right Steps**
   Right Steps will provide them with the knowledge and skills to practice safely to protect themselves, the organisation and the individuals they support.

3. **Step Inside**
   Step Inside explores how they support a person in a way they would like to be supported; taking into account what’s important to the person, promoting their rights to make choices about their life and maximise the control they have over their support.

4. **Taking Steps to keep safe and sound**
   Taking Steps provides them with a basic awareness of Safeguarding and the Mental Capacity Act in order for them to understand that safeguarding is integral to everything they do in their day to day work. They will explore attitudes and behaviours which help to prevent abuse and poor practice.

5. **Step into someone’s shoes**
   The purpose of this day is to enable them to apply core personal care and support in a person-centred way. They will explore some practical elements of care and how they can improve the well being of individuals and enhance their experience of receiving care and support.

6. **Step up**
   Step up provides them with emergency first aid skills, to enable them to respond to sudden illnesses and accidents that may occur in their work environment.

7. **Step by step**
   Step by step provides them with the opportunity to practice moving and positioning techniques that keep themselves and the individual safe.

8. **Stepping Forward - Stepping Back**
   Stepping forward stepping back provides them with the basic principles that guide personal record keeping, the benefits of personal records in understanding the individuals they are caring for and how they can improve health and emotional well being. The day looks at identifying risk and managing risk in a way that promotes an individual’s rights.
Section 2
The ‘I’ statements
Section 2
The ‘I’ statements

The induction programme is underpinned by 6 key ‘I’ statements that we ask new staff to sign up to during their induction programme.

Throughout the induction they will be asked to consider how they will apply these statements in their every day working life. The ‘I’ statements will help them to think about what is important to the individuals they work with and their responsibilities to Adult Services.

- I have the values required to work in Adult Services
- I am person-centred
- I am committed to upholding people’s rights and dignity
- I promote choice, independence and well being for all
- I practice safely
- I respect the importance of personal records
Section 3
The Induction Programme

Each week you will be expected to complete a number of activities with the new member of staff.

These activities are listed on the calendar on page 9

Workplace activities

Weekly meetings

EACH WEEK you will support the new employee to complete a number of workplace activities. As the lead for induction you will support your new member of staff to complete these activities, there is space in their handbooks to record the discussions and complete the activities.

AT THE BEGINNING OF EACH WEEK you will meet with the new member of staff to plan the activities; these will include shadowing, project work, training and eLearning. During this meeting, discuss with them what they have learnt in the training and if they have any further questions. You will also agree the shadowing activities for the week and plan time to complete the project.
Project

Throughout the four week programme new staff will be asked to complete a project. This involves working with an individual (individual) to find out about what is important to them. During each week new staff should be supported to apply the learning from the taught sessions practically, using the individual as a case study.

- **DURING THE FIRST WEEK** we ask you to identify an individual that the new staff can work with, this must be done with the individual’s consent. The first task in the project is to read the individual’s records and then have a meeting with the individual to find out what is important to them, this could be done over a cup of tea or coffee.

- **IN THE SECOND WEEK** we ask that the new staff member shadows the individual and an experienced staff member during an activity, this could be personal care, mealtimes or a planned activity. The new staff member should reflect on what was good about the support the individual received and how it was a positive experience for the individual.

- **IN THE THIRD WEEK** we ask the new staff member to look at mobility in particular and see how the handling plan relates to the activity, again this about how the experience was a positive one and if it could be more person-centred.

- **IN THE LAST WEEK** we ask new staff to reflect on how working closely with the individual has made a difference.

E-learning

**AT THE END OF EACH WEEK** during the programme new staff will be required to complete the eLearning assessment which can be found on the web pages [http://www3.hants.gov.uk/steppingforward/sf-learning.htm](http://www3.hants.gov.uk/steppingforward/sf-learning.htm)

The eLearning will measure the new staff’s understanding by asking a number of questions that relate to the weeks learning outcomes. Staff will be unable to work alone until they have completed a 100% pass rate for each week. In the first instance where staff do not meet the 100% requirement we ask that you identify where further development may be required and support the new staff with this.
Reflective practice

**EACH WEEK** we encourage new staff to reflect on what they have learned. Reflective practice is key to applying learning to practice and we ask that you discuss the learning that has taken place during the taught sessions with the new member of staff. There are places in the handbook to record these discussions.

**DVD**

A DVD has been produced to support the new staff’s learning and has three chapters to explain the vision of the department, a view from individuals who use services in Hampshire and the legislation that staff need to know to work in adult social care.

**IN WEEK ONE** new staff will watch ‘Taking the Lead – A welcome from Gill’; this film provides an introduction to Adult Services from our Director, Gill Duncan. It focuses on the future vision of the department and the key values, attitudes and skills required of staff to deliver quality services to the community of Hampshire.

**IN WEEK ONE** staff will also watch ‘Step back and see me’ – This film encourages staff to step back and focus on what is important to the people who are supported in Hampshire's Adult services. The smallest of things can make the biggest difference.

**BY THE END OF THE FIRST WEEK** you should support staff to access the ‘Legislation Quiz’ – An informative and innovative look into the key legislation important in health and social care. This will be provided on DVD and is available on the web pages.

**Shadowing**

**EACH WEEK** new staff should be provided with relevant shadowing opportunities for their role.
Observation of practice

In Week Four you will need to complete the observation of practice. Evidence to show how new staff have applied the ‘I’ Statements to practice will be measured in the observation of practice. This observation will determine if staff are competent to work on their own safely with individuals. Comments about how new staff practice should be made by the induction lead and feedback should be provided. There is space in the handbook to record the observation as well as a template which you can find on the web pages in the download area.

I have the values required to work in Adult Services
Evidence to support this could be; the attitudes and values they have when working with individuals, the approaches they use to provide a quality experience for the individual, how they practice making sure they do everything in consultation with the individual and working in a non judgemental way.

I am person-centred
Evidence to support this could be; how they promote person-centred values, including person-centred approaches to everyday activities, as the induction lead, you will want to observe how the activity was delivered in a person-centred way.

I am committed to upholding people’s rights and dignity
Evidence to support this could be; how they supported individuals to make choices, how the Mental Capacity Act applied, for instance; was capacity assumed, how did they safeguard the individual and what was done to empower the individual to maintain dignity and privacy.

I promote choice, independence and well being for all
Evidence to support this could be; how they communicated using the preferred method of the individual, how decision making was supported and the positive risk taking principles used to do this, what was done to promote well being during the activities.

I practice safely
Evidence to support this could be; how they applied infection control procedures, whether they used safe moving and positioning techniques, how they followed hoist guidelines, using good hand washing methods, their awareness of security in the environment they work in, how they disposed of hazardous waste safely and correct use of personal protective equipment.

I respect the importance of personal records
Evidence to support this could be; how they contributed to care planning, correct daily recording, how they maintained confidentiality of information and whether their records are legible, factual, dated, signed and stored correctly.
In Step provides you with the information and resources you need to undertake your induction programme. You will be introduced to the Director of Adult Services and the aims and objectives of the department as well as individuals who use services in the community of Hampshire. Day 1 sets out the expectations and the core health and social care values required to work in Adult Services.

The key messages for the day are to introduce:
- The requirements to complete my induction
- The individuals in Hampshire that we support
- The health and social care values I will need to do my job
- How experiencing positive relationships, having some control over your life and having a sense of purpose promotes well being

The key successes are:
- I understand the steps I will take to complete my induction
- I know who the key partners are in adult social care
- I am committed to learning the Adult Social Care Induction 'I' statements

Key topic areas:
Health and social care values and well being, the day covers the following common induction standards:
- Standard 1. Role of the health and social care worker
- Standard 2. Personal development

Refresher requirements
This session replaces the Adult Services Welcome and does not require mandatory refresher training.
Right Steps

Right Steps will provide you with the knowledge and skills to practice safely to protect yourself, the organisation and the individuals you support.

The key messages for the day are to introduce:

- The importance of Health and Safety in the workplace and how this links to all aspects of your role
- Recognising the importance of good hydration and a healthy balanced diet to the individuals you support
- The importance of good food hygiene practice to ensure the safety of individuals that you support
- Understand Infection Control and how this will influence your daily activities

The key successes are:

- I understand the Health and Safety responsibilities I have to the individuals I support and my organisation
- I will support individuals in achieving a healthy balanced diet
- I recognise that Infection Control is essential to protect both me and the individuals I support
- I have the courage to challenge poor practice that may put the individuals I support at risk

Key topic areas:

Infection control, food hygiene and nutrition and health and safety; the day covers the following common induction standards:

Standard 8. Health and safety in an adult social care setting

This session replaces infection control training and CIEH food hygiene training.

Refresher requirements

Infection control:
If in Learning Disability services then staff need to refresh every three years using the eLearning tool.
If in Older persons services then staff need to refresh every three years which can be booked through the learning zone.
Food Hygiene should be refreshed every three years and can be booked through the learning zone.
Step Inside

Explores how you support a person in a way they would like to be supported; taking into account what’s important to the person, promoting their rights to make choices about their life and maximise the control they have over their support.

The key messages for the day are:

- The importance of effective communication and meeting the language needs, wishes and choices of all individuals
- The importance of being person-centred in all aspects of their role.
- The importance of the values and skills required to work in a person-centred way.
- Recognising that active participation promotes the spiritual and emotional well being of the people they support

The key successes are:

- I can demonstrate that I work in a person-centred way
- I am committed to communicating effectively with the individuals I support

Key topic areas

Person-centred approaches and communication; the day covers the following common induction standards:

**Standard 3.** Communicate effectively

**Standard 7.** Person-centred support

Refresher requirements

This session replaces the CIS 2 day course and does not require mandatory refresher training.
Taking Steps to keep safe and sound

Provides you with a basic awareness of Safeguarding and the Mental Capacity Act and that you understand that safeguarding is integral to everything you do in your day to day work. We will explore attitudes and behaviours which help to prevent abuse and poor practice.

The key messages for the day are:

- Every person has the right to live a life free from abuse and neglect
- Every person has the right to be believed and to be treated with respect.
- Every person has the right to make their own decisions, feel empowered and be given time
- Abuse can happen anywhere, anytime, to anyone
- If I have a concern about poor practice or abuse I must report it
- I am legally required to follow the MCA code of practice
- Safeguarding is Everybody’s Business

The key successes are:

- I can demonstrate that I am clear about what abuse is
- I understand my responsibility to report abuse and who to go to when I have a concern
- I am prepared to challenge poor practice
- I show commitment to upholding people’s rights and dignity by the way I treat them

Key topic area

Safeguarding; the day covers the following common induction standards:

**Standard 6.** Principles of safeguarding in health and social care

Refresher requirements

This session replaces basic safeguarding training.

Staff should refresh safeguarding and mental capacity training yearly. Safeguarding and mental capacity booklets have been provided by PaCT to services and should be completed in supervision throughout the year.
Step into someone’s shoes

The purpose of this day is to enable you to apply core personal care and support in a person-centred way. We will explore some practical elements of care and how you can improve the well being of individuals and enhance their experience of receiving care and support.

The key messages for the day are:

- Putting the person at the centre is the foundation of the good care and support I provide
- The practical support I provide values every individual and promotes their choice, independence and well being
- Think! Would I be happy receiving this care and support?

The key successes are:

- I value the uniqueness of every individual
- I recognise and respect how an individual’s dignity is affected when supported with their personal care
- I have the courage to challenge care that may reduce the dignity and respect of the individual
- I recognise that an individual’s surroundings and environments are important to their sense of dignity
- I treat people with compassion, respect and dignity
- I act with professionalism and integrity

Key topic areas

Practical care skills and mental capacity; the day covers the following common induction standards:

**Standard 4.** Equality and inclusion

**Refresher requirements**

This session replaces the practical care skills course and does not require mandatory refresher training.
Step Up

Step up provides you with emergency first aid skills, to enable you to respond to sudden illnesses and accidents that may occur in your work environment.

The key messages for the day are:
- Understand the procedure to be followed in an emergency situation and know what you can and can't do
- Recognise when an individual’s condition has changed and know who to call for help
- Be able to help prevent the risk of cross infection

The key successes are:
- I will apply the principles of emergency aid
- I can demonstrate what I am trained to do until someone more qualified takes over
- I respond correctly to sudden illnesses and accidents

Key topic area
Emergency first aid, the day covers the following common induction standards:

Standard 8. Health & safety in an adult social care setting

Refresher requirements
This session replaces emergency first aid training. Once completed staff will need to refresh their training every three years which can be booked through the learning zone.
Step by Step

Step by step provides you with the opportunity to practice moving and positioning techniques that keep you and the individual safe.

Key messages
- Every person has the right to increased safety
- Every person has the right to autonomy and freedom to make choices
- Every person has the option for rehabilitation and enablement
- Every person has the right to improved care whilst maintaining dignity and respect
- Every persons well being is considered

Key successes
- I can demonstrate how to move and position an individual
- I am able to problem solve using the tools of risk assessment
- I am confident to challenge poor practice and know where to go to report concerns
- I am able to demonstrate how well being is linked to current best practice
- I can follow agreed ways of working when moving and positioning and work within the legislative requirements

Key topic area
Moving and positioning, the day covers the following common induction standards:

Standard 8. Health & safety in an adult social care setting

Refresher requirements
This session replaces the 2 day moving and positioning induction. Once completed staff will need to refresh their training every year which can be booked through the learning zone.
Stepping Forward Stepping Back

Stepping forward stepping back, provides you with the basic principles that guide personal record keeping, the benefits of personal records in understanding the individuals you are caring for and how they can improve health and emotional well being. The day looks at identifying risk in many different forms and managing risk in a way that promotes an individual’s rights.

The key messages for the day are:
- Understanding the importance of how gathering information contributes to building a complete picture of an individual
- Being aware that changes affects well being
- Everyone has a responsibility to recognise and maintain a person's well being

The key successes are:
- I understand my responsibility to the individual and myself as a professional
- I know what information I should share with others and why this is important
- I appreciate that care tasks, activities and quality of life are not priorities or ‘nice-to-haves’ but can be one and the same
- I will commit to upholding the 'I' statements

Key topic areas
Reporting and recording, positive risk taking and support planning; the day covers the following common induction standards:

Standard 5. Principles for implementing duty of care

Refresher requirements
This session replaces reporting and recording training and does not require mandatory refresher training.
During the Stepping Forward Stepping Back programme you will need to support your new employee through the corporate induction. Below is the list of activities you will need to support the new employee to complete alongside the four week programme.

Once all the activities have been completed please fill in the sign off sheet which can be found on the webpages in the download area http://www3.hants.gov.uk/steppingforward/sf-downloads.htm

Further information about the corporate induction can be found at http://intranet.hants.gov.uk/induction.htm

First month
Complete Stepping Forward Stepping Back induction programme.

Second month and third month
Complete mandatory training (role/service specific – please consult training tracker) and set targets for the year.

On Day 1
Provide familiarisation and key information re Health and Safety, expectations, terms of employment and contract, this includes:

- Tour of workplace and introduce to colleagues
- Office procedures and local information, for example, rotas, stationery, desks, lockers, post, diary, management
- Welfare facilities and refreshments
- Organise identity badge and security access
- Ensure IT access.
- Telephone list / main contacts / meetings with key people

Hampshire County Council has to comply with Pensions Automatic Enrolment regulations, please refer to: Pensions Auto Enrolment.
Note that you may be able to transfer benefits from a previous pension scheme into the Local Government Pension Scheme (LGPS). Please refer to: LGPS Home Page. If you are eligible, the transfer should be completed within 12 months of joining your current employment with Hampshire County Council.

### Health and Safety:

- Department / section Health and Safety (H&S) procedures
- Lone working procedure (if applicable)
- How to report an accident / incident
- Name of safety representative and their role
- Carry out risk assessment (if applicable)
- Set times for completing mandatory H&S training, eg manual handling (if ‘low risk user’), Display Screen Equipment (if computer user), Fire Safety
- First Aid
- Explain fire drill and point out exits / assembly points
- Explain smoking policy and alcohol policy

### Clarify contract / terms of employment:

- See Employment in Hampshire County Council
- Hours of work (flexi time if applicable)
- Working time regulations
- Breaks
- Period of notice
- Annual leave / how to book leave through ESS
- Time recording (if applicable)

### In the first week:

- Agree home working mileage, only excess mileage may be claimed
- How to process travel claims
- Check driving licence and insurance cover for business travel purposes (if applicable)
- Sickness absence reporting procedures, sick pay
Finally...

By the end of the Stepping Forward Stepping Back induction programme new staff must have completed:

### Employment policies and practices

See Employment in Hampshire County Council

- Bullying and Harassment
- Code of conduct
- Disciplinary / grievance procedures
- IT security
- Equal Opportunities
- Disability Discrimination Act
- Telephone / mobile phone / internet use
- Sickness absence policy

### IPP / performance development

- Explain IPP system briefly
- Discuss role profile
- Identify individual training needs
- Arrange regular 1:1 meetings
- Development and training – direct to Learning Zone (to familiarise with learning and development opportunities)
- Identify IT development needs – direct to Learn.IT

### Communication

- Corporate / Departmental bulletins, eg the HOG
- Departmental internal communications group – key contact
- Further Health and Safety Policies and Procedures
- Stress at work
- Preventing and managing violence and aggression at work (frontline staff)
ELearning

ELearning must be completed by new staff during the induction programme, the eLearning can be found on the learning zone at https://learningzone.hants.gov.uk/learningzone/search.aspx?q=elearning
or if staff do not have log on access they can access the eLearning on the Stepping Forward Stepping Back web pages, which are accessible to all staff at www.hants.gov.uk/steppingforward

Once they are set up they can complete any eLearning modules.

Once the new member of staff has completed each eLearning module please sign and date the from which you can find in the download area on the web page.

www.hants.gov.uk/steppingforward/sf-downloads.htm

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For further information on the Adult Provider Services Induction Programme, please contact us:

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www.hants.gov.uk/steppingforward