

# Adult Social Care Induction Procedures

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## Document Control

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## Change History

Version	Date	Description	Change ID
3.0	30.04.10	Social Care Induction Policy – addition of on-line assessment	Sarah Knapp
4.0	01.04.11	Social Care Induction Policy – addition of new 2010 Social Care Common Induction Standards. Changed to new procedure format	Pamela Jobson
5.0	02.10.13	Update with new standards for SW	Pamela Jobson
6.0	13.02.15	Update new induction standards: 'Induction standards for Health & Social Care Workers – Care Certificate'	Neil Dewdney
7.0	13.03.2018	Reviewed procedure. Updated to reflect change in system to Care Director and reference to new induction manual	Mike Harling
7.1	Mar 2021	Reviewed and updated – signposting staff to corporate training manual for current listing of courses.	Neil Dewdney

## Related Documents

Reference	Title	Tier
	Adult Social Care Staff Induction and Personal Development Manual – to provide to new employees	
	Adult Social Care Refresher Training Procedures	
	WBC Induction Procedure	
	ASYE procedures	
	Communities supervision procedures	



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## **1. Purpose**

- 1.1. The purpose of the Social Care Induction Procedure is to ensure that new employees to Social Care meet the nationally required standards and codes of practice for care; to support new employees to meet these standards for their job roles, building onto the Corporate Induction and Probation Policy and WBC's Induction Procedure.
- 1.2. The Care Quality Commission inspection criterion includes compliance with the new Induction standards for Health & Social Care Workers - 'Care Certificate' and for new managers, the Skills for Care 'Management Induction Standards'. The purpose of the Social Care Induction Procedure is to ensure that new employees are suitably trained and that there is a full record to show new employees have demonstrated that they have the skills, knowledge and behaviours to provide compassionate and high quality care and support.
- 1.3. The Health and Social Care Professions Council (HCPC) also requires Social Workers and Occupational Therapists to meet the standards of proficiency.
  - The College of Social Work has developed the Professional Capabilities Framework (PCF) to support social workers throughout each stage of their career including induction.
  - The College of Occupational Therapists has set a Code of Ethics.

The purpose of the Social Care Induction Procedure is to ensure that Social Workers and Occupational Therapists meet these standards.

- 1.4. These procedures also support all Newly Qualified Social Workers (NQSW) employed by the Council. NQSW are required to undertake an Assessed and Supported Year in Employment (ASYE), in accordance with the WBC ASYE procedures

## **2. Applicability**

- 2.1. Managers and supervisors, responsible for recruiting new employees to social care
- 2.2. Managers and supervisors, responsible for inducting new employees to social care
- 2.3. All newly appointed social care staff working directly and indirectly with people who use social care.
- 2.4. WBC employees who change jobs internally to an ASC role.

### 3. Roles and Responsibilities

3.1. **Head of Adult Social Care:** have overall responsibility for ensuring that the procedure for the Social Care Induction is managed appropriately in accordance with these agreed standards.

3.2. **The Training Department** is responsible for:

- Updating Induction Procedures to build onto the Corporate induction and probation
- Providing Adult Social Care 'Induction and Personal Development Manuals' for new employees through the Social Care Training web pages.
- Providing training activities to support the:
  - Induction Standards for Health & Social Care Workers – Care Certificate
  - Skills for Care Management Induction
  - Standards of Proficiency for Social Workers and the PCF
  - Standards of Proficiency for Occupational Therapists and the Codes of Ethics
  - ASYE Programme for NQSW
  - WBC Corporate Induction
- Providing resources to managers to assess, measure and evidence knowledge
- The Training department is also responsible for reviewing and updating the procedures in consultation with ASC Management in accordance with the published timescale and ensuring that an up to date version of the procedures are available on the Social Care Online Policy System for Adults Services Policy

3.3. **The Team Managers and Line Managers:** are responsible for the day-to-day management of Social Care Induction including:

- Using assessments to contribute towards recruiting new employees.
- Reviewing assessment results to plan a personalised induction, identifying the learning needs and agreeing proposed learning activities to include any social care training courses and mandatory corporate courses that need to be attended. Or in some cases e-learning.
- Providing personalised induction and learning activities to enable new employees to understand the organisation, the service and team they work in, their work location, their individual role, the people they will work in partnership with and the people they will provide services to.
- Providing a copy of, and encouraging employees to use their Adult Social Care 'Induction and Personal Development Manual'.
- Ensuring employees understand relevant policies and procedures and have all the information they need to carry out their roles safely and effectively.
- Organising opportunities for all employees, irrespective of their working hours or patterns, to ensure equality of opportunity for induction and ongoing development.
- Assessing individual employee competence throughout the induction and probationary period, based on the skills they require for their job role.
- Addressing capability / disciplinary concerns through the relevant HR procedures. Signing off the probationary period as per WBC's Induction and Probation Policy.
- Addressing development issues of employees within the probationary period and liaising with Human Resources to address concerns, agreeing an action plan within HR procedures.

- Keeping evidence of induction competence and completion.
- Evidencing and signing to state that the employee has met all the required induction standards for their role and has also met the standards for their profession i.e.
  - For those in direct and indirect care 'Induction standards for Health & Social Care Workers
  - For Managers, 'Managers Induction Standards'
  - Standards of Proficiency for Social Workers and the PCF
  - Standards of Proficiency for Occupational Therapists and the Codes of Ethics
  - ASYE Programme for NQSW, against PCF ASYE and Knowledge and Skills Statements
  - Corporate Induction for all workers

3.4. **All Adult Service staff** are responsible for familiarising themselves with, and ensuring that they comply with the procedures including the Social Care Induction Standards.

#### 4. Standards and Principles

4.1. All new employees are required to meet the relevant induction standards for their profession:

- For those in direct and indirect care 'Induction standards for Health & Social Care Workers
- For Managers, 'Managers Induction Standards'
- Standards of Proficiency for Social Workers and the PCF
- Standards of Proficiency for Occupational Therapists and the Codes of Ethics
- ASYE Programme for NQSW, against PCF ASYE and Knowledge and Skills Statements
- Corporate Induction for all workers

4.2. Prior social care knowledge will be assessed and prior experience will be acknowledged, providing a fair and consistent induction system for all new employees. New employees with prior social care experience should be asked to undertake assessments to ensure their training and learning is focused on supporting them to meet the relevant standards. This will reduce the costs of backfill and pressures on training resources through avoiding unnecessary repetition of training.

4.3. The procedure ensures that managers comply with the agreed process and timescales for inducting staff. This will ensure robust evidence to show that employees meet the required standards for working in social care and that employees can operate in a safe working environment.

4.4. The Manager and employee must sign off the competence statement at the end of the Induction Manual to confirm that the employee has covered all relevant areas during their induction and are competent to practice in their job role

#### 5. Use of assessment for selection on new employees

5.1. Managers/ Recruiters should inform applicants they may have to undertake assessments as part of the interview process

- 5.2. All applicants for one position must be assessed using the same assessment(s). An assessment will need to be chosen that ensures all applicants are afforded equality of opportunity. Training can support managers to identify assessments that could be used:

Full list available via **Care Certificate E-learning and Online Assessments :**  
**<https://wbc.learningpool.com/login/index.php> and**  
**Paper Based Assessments (available from HR Training or from Skills For Care)**

- 5.3. Induction standards for Health & Social Care Workers – Care Certificate. Self-Assessment Tool, Workbooks and Mapping Documents (one for each of the 15 standards).and other key supporting documents available  
['http://www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate-Materials.aspx](http://www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate-Materials.aspx)
- 5.4. Recruiters should advise applicants of the assessments to be undertaken, the date, time and location of the assessment.
- 5.5. After the assessment, the recruiter reviews the assessment results and then makes the final selection / appointment based on a combination of the interview(s) and assessment results
- 5.6. If an applicant is selected, the assessments already taken during interview will enable managers to plan an effective induction programme to value any prior knowledge applicants may have, to avoid repeating any training unnecessarily.
- 5.7. After the applicant has accepted an offer of employment, managers/recruiters should use assessment results to provide information to support the design of an appropriate induction and Personal Development Plan (PDP)

## **6. Induction and planning and identifying training needs**

NB: these procedures apply to both new employees and to WBC staff moving internally to ASC.

- 6.1. Download or ask Social Care Training for a copy of the new employee Adult Social Care Staff Induction and Personal Development Manual. Found on Social Care Training web pages, under induction
- 6.2. All staff, should be appropriately trained and Managers need to organise relevant training and learning activities and ensure that staff are competent. See ASC Safe to Practice Matrix on Social Care training page, under Adult Social Care induction
- 6.3. Any staff member who does not have any prior relevant social care experience or hold a relevant care related qualification must first attend classroom based training where possible, or carry out e-learning identified for their job role. All training should be followed by an observation of competency in the work place and an assessment to check that the knowledge has been achieved and retained.
- 6.4. Workbooks are also available to enhance learning. See Social Care training page, under Adult Social Care induction.

- 6.5. For experienced staff and those holding a care qualification 'Online assessments' can be taken in the workplace to ascertain whether formal social care training is needed. Managers can access online assessments direct via: <https://greymatterlearning.co.uk/social-care-courses/> Support is available from Training or by The Grey Matter support helpdesk, as necessary. Please note all corporate mandatory courses still need to be undertaken.
- 6.6. After the new employee has undertaken the social care assessment, the manager reviews the assessment results with the employee. The responses provided should be discussed with the employee to identify any erroneous answers, discuss and explore issues to ascertain the employee's knowledge and skills; and to commence the design of appropriate induction and learning activities to include booking training.
- 6.7. The Manager should complete the comments section on the online Care Certificate Assessments completed by the employee and validate the results. The results can then be printed and held in the induction manual or supervision folder if required
- 6.8. If assessment results indicate sufficient knowledge already exists, a formal 'Observation and Competency Assessment' should still be undertaken and signed and if competence is confirmed, they do not need to unnecessarily repeat training courses.
- 6.9. Managers to design and implement a comprehensive induction programme, after assessing each individual staff member's competence based on their job role and the skills they require in their new post
- 6.10. Corporate Induction Training also needs to be attended, but this has been incorporated into the ASC Safe to Practice Matrix.

**Below is guidance for Care Certificate on-line assessment result scores:**

- 6.11. If an employee scores below 50%, they will need a lot of support to achieve the standard. This can be achieved by setting them learning objectives and supporting them with activities to achieve these objectives. This may include booking employee on relevant training course(s), shadowing alongside an experienced worker, being coached/mentored, e-learning, undertaking internet research. After learning, the manager should then revisit the assessment results and add supporting evidence to show they are confident that the employee has demonstrated they understand the outcomes and has the appropriate knowledge.
- 6.12. If the new employee scores between 60-80% in a standard, the manager could review the incorrect answers and assess the employee's knowledge through further questioning and observation of their practice. Or ask the member of staff to undertake bite size e-learning via log onto care. The manager would revisit their assessment results and add supporting evidence to show they are confident the employee demonstrates and understands the outcomes and has the appropriate knowledge. Alternatively, the manager can request the employee undertakes further learning activities in the same way described if they score less than 50%.

Corporate Induction Training still needs to be attended:

**The Corporate Mandatory course list can be found at:**

<http://intranet/index.aspx?articleid=32243>

**The ASC Safe to Practice Matrix (and other ASC Training documents) can be found at: <http://intranet/index.aspx?articleid=32476>**

If the new employee scores above 80% in a standard, the employee does not need to attend a training course. However, the manager should still review the incorrect answers and assess the employee's knowledge through further questioning during supervision and observation of their practice. The manager should then revisit their assessment results and add supporting evidence to show they are confident that the employee has demonstrated they understand the outcomes and has the appropriate knowledge.

[Corporate Induction Training](#) still needs to be attended.

## **Induction Programme**

NB: the HR procedures for new employees sets out the timescales for meeting with staff to formally review progress and comment on performance during the Induction Period. These may differ from the timescales below and should not be confused. In order to support this process an enhanced induction pack was Developed in October 2017. This pack is kept updated with details of changes of organisational structure and personnel. This information can be accessed at WBC Infostore → Adult Social Care → Admin → ASC Induction

## **7. Day 1**

- 7.1. Download or ask Social Care Training for a copy of the new employee Adult Social Care Staff Induction and Personal Development Manual. Found on Social Care Training web pages, under induction
- 7.2. Provide information relevant to Social Care, the Service, the Team and the work location. Also pay particular attention in relation to Health and Safety.
- 7.3. Introduce employee to the place of work.
- 7.4. Discuss protocols for work base.
- 7.5. Introduce employee to colleagues and other people that can provide support.
- 7.6. Discuss arrangements for support and supervision during the induction period and beyond.
- 7.7. Use and commence working through check lists in the Adult Social Care Staff Induction and Personal Development Manual.

## **8. Week One**

- 8.1. Provide a copy of and go through the Induction Plan relating to standards for that member of staff and provide the staff with the standards:
  - For those in direct and indirect care 'Induction standards for Health & Social Care Workers
  - For Managers, 'Managers Induction Standards'
  - Standards of Proficiency for Social Workers and the PCF



- Standards of Proficiency for Occupational Therapists and the Codes of Ethics
- ASYE Programme for NQSW, against PCF ASYE and Knowledge and Skills Statements
- Corporate Induction for all workers

8.2. Explain what will happen during the induction period and the timescales including any training courses and dates.

8.3. Provide and encourage employees to use their Induction and Personal Development Manual to record information and store within it other relevant information about their role, for example, job description, objectives, supervision contract & notes, annual appraisals, personal development plans and evidence of development including training course certificates. It is recommended that these are held electronically where possible or in accordance with other procedures such as the supervision procedures

## **9. During First 3 Months**

9.1. Go through the Human Resources checklist and send a signed copy to Human Resources.

9.2. Undertake the IT Skills Audit and set plans in place to address areas to support competency in the role including RAISE training where appropriate.

9.3. Ensure that staff understand relevant policies and procedures and have all the information they need to carry out their roles safely and effectively.

9.4. Agree and record the Personal Development Plan for the induction period.

9.5. Book relevant courses and learning activities and ensure that staff learn from these and implement the learning and skills into their work. See ASC Safe to Practice Matrix on Social Care training page under Adult Social Care induction

9.6. Provide mentoring; support and one to one coaching to develop further skills, providing support and guidance specific for their job role and the service

9.7. Workbooks are available from Social Care Training if required to enable staff to enhance and record their knowledge.

9.8. 'Observation and Competency Assessment' should also be undertaken and signed. Observe and evidence skills in practice, give feedback and record in supervision file or observation notes.

9.9. Provide opportunities and evidence how the relevant 'Induction Standards' and 'WBC's Induction' requirements are being met

9.10. Collect feedback from SU, Carers, professionals or colleagues

9.11. The details of all staff that will be using the electronic client recording system Care Director should be passed to the Care Director Trainer who works in children's services when they are set up on the system. They should then be offered a Care Director introduction course and the line manager should check that this has taken place

9.12. All Managers supporting staff using Care Director should also ensure that staff are offered ongoing practical support and advised to seek further information about using the system on the 'Care Director intranet home page'<sup>1</sup>

## **10. At the end of 3 months**

10.1. Signing standards is the responsibility of the manager. Signing off any 'Induction Standard' should not be taken lightly. It is vital that managers are confident that the new employee is ready to practice before signing them off as fully inducted and safe to practice unsupervised.

10.2. Managers need to be aware of the implications of this for themselves, for the people using their services, and the requirements of Regulators. It is the manager's own duty of care to ensure that the new employee meets the standards and are safe to practice unsupervised.

10.3. Once confident, managers should collate evidence and sign to state that the new employee has completed the relevant induction standards:

- For those in direct and indirect care 'Induction standards for Health & Social Care Workers
- For Managers, 'Managers Induction Standards'
- Standards of Proficiency for Social Workers and the PCF
- Standards of Proficiency for Occupational Therapists and the Codes of Ethics

10.4. NQSW's undertaking the ASYE programme have a year's probation period. There must be evidence of a 3 month review for and continued holistic assessment during the ASYE year. The full ASYE requirements are set out in the ASYE procedures.

## **11. At the end of 5 months / 11 months for NQSW**

11.1. Sign off probationary period as per the WBC Induction and Probation Policy.

11.2. Alternatively, address the training and development issues; liaising with Human Resources to raise concerns and agree an action plan within HR procedures.

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<sup>1</sup> <http://intranet/>