

RISEDALE ESTATES LTD AND RISEDALE ESTATES TRAINING



STAFF DEVELOPMENT, SUPPORT AND TRAINING POLICY AND GUIDANCE

Reviewed January 2013

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WELCOME TO RISEDALE

Since opening our first care home in 1987, Risedale Estates Limited now operate six nursing and care homes within the Furness Peninsula, offering award winning excellence in care to people who use our services. Comprising 295 beds and approximately 550 staff, the company strives to provide innovative and participative care practices which challenge the traditional boundaries of long term care. Our homes cater for residents with a variety of care needs, including retirement, nursing, dementia, Continuing Health Care, Intermediate Care and specialist end of life care. An organisation chart is included on page 5 for your information.

Risedale's philosophy is grounded in the commitment of providing person centred care for our residents in a variety of contexts, according to individual need, following holistic, multi-disciplinary assessment.

We believe that person centred care embraces and respects the individual as a unique being, incorporating all aspects of a person's lived life when planning care.

Highly motivated management and staff believe that each individual deserves a first class service, which is constantly monitored and evaluated against national and organisational standards, ensuring that quality assurance is met.

The personal services available to residents are extensive, from person centred care through to hairdressing, occupational therapy, psychotherapy and chiropody. Such services are in addition to personal professional services each resident may retain as they wish, for example GP, dentist, solicitor, accountant and investment advisor.

Social activities are also an important feature. Social activities coordinators are employed in each home to ensure a wide range of interest and stimulation for residents. Entertainment is arranged regularly and is available for all residents.

Risedale have an excellent reputation, attracting people who use services from around the UK. We have received national recognition from the Department of Health for several innovative projects and the awards received include National Training Award, Allcora Excellent Award and listing as the 6th Best Employer of Nurses (Nursing Times 2008), nominated by employees for employment and training opportunities. In addition we received the Accolade for best employer of over 250 staff from Skills for Care. Risedale and the end of life team are GSF Accredited and have been included in the National Council for Palliative Care Best Practice Guide, highlighting the benefits for people who use our services.

We also receive excellent ratings from Care Quality Commission for all homes within the group.

Risedale embrace the philosophy of a learning organisation and endeavour to support each individual to achieve their full potential, no matter what that may be. From integrated skills for life programmes to masters degree level study, each

employee has access to training tailored to their own development needs and aspirations. Risedale is a registered training centre with Edexcel, and CIEH (Chartered Institute of Environmental Health) and as such delivers accredited QCF training and CIEH Qualifications.

In addition to the training centre, Risedale deliver many internal courses for all grades of staff; many are compulsory and ensure staff are safe within the workplace. Continuous professional development is the responsibility of each individual staff member and, whilst Risedale strive to ensure a wide-ranging and interesting programme of courses, each staff member should ensure that they remain up to date in their own sphere of practice.

Risedale strive to be a learning organisation whereby the whole team learn from previous experiences and change future practice accordingly. Training opportunities reflect personal development and appraisal plans, company requirements and personal interest. All learning is formulated following comprehensive discussion at every level throughout the organisation.

WHAT NEW STAFF CAN EXPECT FROM RISEDALE

A familiarisation programme takes place during the first week of employment when new staff are supernumerary. This will be carried out with the manager and mentors; the mentor/mentors will be allocated on the first day of employment. An induction checklist is completed and copies of all relevant policies and procedures will be given. If appropriate, the manager will allocate a supernumerary night shift. Each staff grade, i.e. domestic service operatives, kitchen assistants, cooks, health care assistants, registered nurses, administration and management have their own formal induction programmes specifically tailored to the needs of the post. You will receive notification of attendance and all training will be recorded. You will always receive copies of your training records for your training and development portfolios. Induction training is compulsory and is always paid.

Throughout employment we will strive to help you achieve your full potential, you will have access to internal and external learning experiences. In addition we will signpost you to people and services who can assist you further if we do not have the knowledge and skills in house, as we have trained advice and guidance councillors.

RISEDALE HOMES

RISEDALE AT ABBEY MEADOW



There are 3 specialist units within Abbey Meadow:

Holly Unit – Younger Persons Unit. This unit is for clients under 65 years with a range of illnesses/disabilities.

Beech Unit - Behavioural Support Unit. 22 beds to manage clients with challenging behaviour. Clients may be both under and over 65 years.

Willow Unit – Clients both under and over 65 years with complex care needs.

RISEDALE RETIREMENT AND RESIDENTIAL HOME



There are 69 beds within this home, 24 of which are in the Ivy Unit and are dedicated for clients with moderate dementias.

The remaining beds are in the Retirement Home providing professional support and attention. Privacy and independence for clients are paramount and the accommodation is of an extremely high standard.

RISEDALE AT LONSDALE & RISEDALE AT ST GEORGES



These homes share the same site on Albert Street, close to Barrow town centre.

Lonsdale comprises 45 beds.
St Georges has 51 beds.

Both homes provide 24 hour professional nursing care within a warm, homely environment where emphasis is placed on maintaining dignity and independence.

RISEDALE HOMES

RISEDALE AT ALDINGHAM



Aldingham Nursing Home is set in a handsome mansion with a fascinating history. Nursing care is provided for 40 clients, requiring both physical and mental health support.



Beautiful gardens and a conservatory are available for all clients to enjoy, together with a varied programme of activities and entertainment.

RISEDALE AT ST CUTHBERTS



Risedale at St Cuthberts and Risedale at Aldingham share the same site in the tiny hamlet of Aldingham.

St Cuthberts provides professional, highly specialised, dedicated Primary Nursing care for clients with Dementia. It has been designed and built solely to enable us to undertake this responsibility. Two large lounge/dining rooms look out onto its own secure garden and patio area. The essential security system protects the safety of clients; it is very discreet and does not intrude. We have also incorporated the latest research regarding environmental needs of clients with Dementia.

RISEDALE ESTATES LTD – ORGANISATIONAL CHART

MR P A FRASER

MR J G
EDMOND

MR C T DENT

MRS B A HETHERINGTON

DIRECTOR
B.Sc (Hons)

FINANCE
DIRECTOR

BUILDING/MAINTENANCE
DIRECTOR

MATERIAL
PURCHASING
DIRECTOR

MRS B REDSHAW – DIRECTOR OF NURSING
MBA, RGN, RM, RMA,
ENB 450, FETC,
TDLB, D32/33/34
DIP. MGMT. (OPEN) CERT. MGMT. (OPEN)
CERT. MHS, NEBOSH (NAT. GEN. CERT.)

MRS TRACY DOWNWARD
DIRECTOR OF ADMINISTRATION

AAT

RISEDALE AT ABBEY
MEADOW

RISEDALE AT LONSDALE

RISEDALE AT ALDINGHAM

RISEDALE

47 Beds / 4 Units
Intermediate Care
Continuing Care
Behavioural Support
Younger Persons

Lonsdale NH
45 Beds

St George's NH
51 Beds

Aldingham Care
Home
40 Nursing Beds

St Cuthbert's NH
43 Elderly
Mentally Infirm
Nursing Beds

Retirement &
Residential Home
69 Retirement/
Residential Beds

Nurse Manager
Jane Harper

Nurse Manager
Joanne
Robinson

Nurse Manager
Joanne Robinson
BSc (Hons)
Nursing Practice

Nurse Manager
Paula Edge

Nurse Manager
Emma Smyth

Manager
Diane Smillie

RNMH
RMA
A1/V1
ENB998
ENBN11
PgD Care & Treatment of

RGN, RMA
DIP HE
ENB 998
DIP. MGMT.
D32/D33
NMLB 301, 309,

RGN, RMA
DIP HE
ENB 998
DIP. MGMT.
D32/D33
NMLB 301, 309,

RGN, DIP HE
BSc (Hons)
Gerontology,
A1, V1
T & D III
Equality & Diversity

RGN DIP HE
RNMH DIP HE
A1 Assessor
Level 3
MLD203/204
RMA Level 4

NVQ 4 Care
Management
HND. MGMT
Dip Business
Coaching
D32/33

Mental Disorder Offender	300, 6046	300, 6046	RMA Level 4		
<p>Risedale Estates Ltd Group Health & Safety & Complex Mental Health Care Manager – Debbie Smith</p>			<p>Risedale Estates Ltd Group Clinical Nurse Manager – Rose Kelly</p>		
<p>RGN, D32/D33, FETC, CERT ERGONOMICS (BIOH), ADVANCED DIP FOOD HYGIENE & SAFETY, M & H TRAINER, CERT. RISK ASSESSMENT (CIEH), NEBOSH NAT. GEN. CERT. LEVEL II DIP PRINCIPALS OF INFECTION CONTROL</p>			<p>RGN</p>		
<p>Complex Care Manager Mental Health Jane Hayton RGN</p>					
<p>General Complex Care Manager Heather Mallett EN, RN1. Dip H, A1, RMA Level 4</p>			<p>Clinical Nurse Assistant Kelsey Whitehead RGN</p>		

AIMS AND PURPOSE OF THE TRAINING POLICY

This policy and associated guidance is intended to offer information, advice and guidance to help you develop your knowledge, skills and abilities.

Concurrently with your development, Risedale will match our organisational objectives to our training to ensure we continue to develop as an organisation.

There are three sections; the first section explains compulsory training and all staff have a duty to complete this.

The second section identifies training that is not compulsory but to which the Company has made a commitment to pay staff who choose to attend.

The third section explains when and how Risedale will fund additional courses chosen by staff for their own personal development.

SECTION 1

COMPULSORY TRAINING

Several training courses are deemed to be essential for the health, safety and well-being of both staff and people who use services.

Risedale therefore designate these courses as compulsory and, as such, all staff are required to attend as part of their ongoing employment.

These courses are paid training and staff will be allocated times to attend by their home manager. This includes:

Fire Safety Training:

Bi-annual sessions of 1 hour each for all staff, however night staff should receive additional updates every 3 months. (Policy page 9).

Moving and Handling:

Bi-annual sessions of 2 hours each for all care staff. (Page 10-16).

Buffer Training for Domestic Services Operatives & bi-annual moving & handling (1 hour for kitchen staff)

First Aid Training for Persons in Charge:

All staff who are regularly in charge of homes, i.e. registered nurses, senior carers and team leaders, must undertake first aid training and updates at regular intervals. Cooks & Kitchen Assistants also have First Aid Training. (Page 20).

Basic Life Support for Registered Nurses

CITRUS training for staff working on the Beech Unit. Level 1, 3 day course followed by yearly refresher updates (Page 21)

Preceptorship training for Registered Nurses.

Health Care Assistant Training Programme (Page 28)

3 yearly medication training

Safeguarding training and updates – annual sessions of one hour for RN/HCA's (Page 22)

Infection Control – during induction on commencement of employment

Risedale may add additional training to meet legislative or advisory guidance. (Health and Safety Training Policy page 23).



POLICY DOCUMENT

**RISEDALE ESTATES LIMITED
COMPULSORY FIRE TRAINING**

Risedale Estates Ltd acknowledges the importance of fire safety and the influence of training on safety standards.

Risedale therefore undertake to provide fire training for every employee bi-annually. Night staff will receive additional updates at 3 monthly intervals.

This essential training is compulsory and, as such, will be paid. Staff not compliant with this requirement may be subject to suspension from duty, without pay, until such time as training requirements are met.

**POLICY DOCUMENT
COMPULSORY FIRE TRAINING
ISSUE 2
BARBARA REDSHAW
DIRECTOR OF NURSING
JUNE 2007**

EMP 6.23



POLICY DOCUMENT

MOVING AND HANDLING

AIMS OF THE POLICY

The aim of this policy is:

- Ensure that staff avoid hazardous manual handling operations so far as is reasonably practicable
- To identify the main causes of musculoskeletal injuries and identify effective control measures
- Provide manual handling training to reduce the risk of injury to staff and residents so far as is reasonably practicable
- Ensure that staff assess any hazardous manual handling operation that cannot be avoided

POLICY STATEMENT:

Risedale Estates Limited regard the promotion of safe moving and handling of residents and the manual handling of other loads as a mutual objective for management and employees at all levels. The purpose of this policy is to reduce the risk of injury from moving and handling operations. This forms an integral part of Risedale's Health and Safety Policy, it should be used in conjunction with:

- The Manual Handling Operations Regulations 1992
- Health and Safety at Work Act 1974.

Copies of these are kept in each manager's office.

While it is desirable to avoid the need for manual handling of loads (as outlined in the EEC directive) it is recognised that staff, due to the nature of their work may have no alternative but to move loads manually. It is for this reason that Risedale Estates Ltd. chooses to adopt a minimal lifting Policy that needs to be adhered to by all staff.

Risedale Estates Ltd. encourage staff to avoid manual handling activities where reasonably practicable and to encourage residents to maintain their mobility in accordance with their individual moving and handling assessment. Risedale Estates Ltd. maintains a safe and healthy working environment, including equipment and systems of work, for all employees and provide such information, skills training and supervision as may be necessary to ensure this.

Under the Health & Safety at Work etc. Act [1974] all employers have a general duty of care to take all reasonable practicable steps to ensure the health, safety and welfare of their employees.

The Manual Handling Operations Regulations [1992] add to and make more explicit this legislative duty of care. The emphasis of these regulations is on avoidance of manual handling where there is risk of injury. Risedale Estates Ltd. ensure that risk assessments are carried for every aspect of Manual Handling where there is a risk of injury. A manual handling operation is defined as any transporting or supporting of a load (including lifting, pulling, pushing, putting down, carrying or moving) by hand or bodily force. The force applied is human but the introduction of mechanical assistance may reduce, but will not eliminate, manual handling.

Manual Handling Policy

The key points for the safe handling of loads are:

- **AVOID** - determine by assessment whether the manual handling operation has to take place.
- **ASSESS** - If it cannot be avoided, establish what the task involves. The assessment process should lead to a reduction of risk by recommending safe handling practices and equipment, where appropriate.
- **PLAN / PREPARE** - The assessment needs to include planning, looking at numbers required to move the load, adopting a good posture, stable base, close to the load, look at equipment - is it available / suitable, is it maintained to a safe working standard. Has there been training, is the equipment within the Safe Working Load, is it stable, bulky, difficult to get hold of or contents likely to shift. Prepare the layout, space and are there any environmental restraints.
- **EXECUTE** - Carry out the task safely so far as is reasonably practicable.
- **EVALUATE** - Was the level of risk controlled by the regulations as far as is reasonably practicable.

Risedale Estates Ltd. carry out regular maintenance and safety checks on all equipment in accordance with Lifting Operations and Lifting Equipment Regulations [1998] and Provision and Use of Work Equipment Regulations [PUWER 1998]. These checks are carried out by competent persons.

These health and safety regulations also place duties upon the employee to co-operate with the employer in these matters, to attend mandatory training and to take reasonable care of their own, and that of others, health, safety and welfare. Nurses also have a responsibility under the NMC Code of Conduct [2002].

Risedale Estates Ltd. ensure that all staff are taught spinal awareness, the principles of ergonomics and relevant legislation, and have an understanding of the importance of risk assessment and safe practice to minimise risk to themselves, their colleagues and residents and anyone who may be affected by manual handling procedures undertaken. In addition instruction is given and supervised practice of safer moving and handling techniques facilitated to ensure the safer moving and handling of residents and loads [inanimate objects/equipment] within the workplace.

To this end Risedale Estates Ltd. has stipulated that controversial techniques and procedures **MUST NOT BE USED.**

According to present perceived best practice, controversial techniques and procedures relating to resident handling and lifting of residents, including:

- The Drag lift
- The Orthodox lift
- The Australian lift
- The Bear hug / pivot transfer
- Through-arm lift

All who have Health and Safety responsibilities will ensure implementation and action on the requirements of this policy.

Health and Safety Manager:

To ensure own training needs are met in terms of keeping up to date with new developments / national guidelines in relation to manual handling and ensuring these are communicated to all managers and staff and is incorporated into the training programmes.

Advise on the implementation and evaluation of the manual handling policy.

Undertake ergonomic assessments and provide expert ergonomic advice with the aim of reducing risk and preventing muscular-skeletal injuries, taking into account the person, task, equipment, load and workplace.

Accept referrals and provide assessments and support of employees suffering adverse health affects due to moving and handling.

Provide expert advice to all care and non-care staff on moving and handling issues.

Offer expert advice and support to managers and staff on resident or equipment issues and needs.

Co-ordinate training for all staff with the training department and the moving and handling supervisors.

Ensure that manual handling training records are up to date.

Reinforce good manual handling techniques and safe practice.

Monitor the completion and quality of manual handling risk assessments as needed.

Liaise with managers and, where appropriate, follow up accidents/incidents reports.

Provide return to work advice and assessments for staff.

Evaluate equipment prior to it being purchased.

Make recommendations for appropriate equipment.

Provide quarterly meetings which are open and non judgemental.

Monitor and audit the number of injuries related to manual handling including investigating the circumstances surrounding the injury if required by home managers.

Moving and Handling Supervisors

Moving and handling supervisors should ensure that their own training needs are met in terms of keeping up to date with new developments / national guidelines in relation to manual handling. They should also:

Provide manual handling training for all care staff on initial induction.

Provide bi-annual compulsory manual handling updates for all staff.

Act as a resource in resident care, promoting and improving standards of quality in relation to manual handling.

Reinforce manual handling training and practise, including, correct safe practice, be effective role models to work alongside colleagues to promote safe practise. Inform the relevant home manager of any problems that arise with residents or staff.

Ensure manual handling equipment is clean, in good working order and appropriate checks have been made, reporting any faults to relevant home manager.

Attend quarterly meetings which are open and non judgemental.

Care Staff

It is the responsibility of all care staff to:

Attend manual handling training sessions on safe moving and handling as part of induction and updating on a bi-annual basis.

Take reasonable care of their own health and safety and that of others who may be affected by their activities.

To be aware that they can be held responsible for acts or omissions which results in putting themselves or others at risk.

Avoid manually lifting any load; including residents, as far as is reasonably practicable. Therefore care staff can refuse to carry out any duties that they feel put themselves, or others, in an unsafe position.

Report any unsafe working practices, environmental and equipment issues, to the appropriate manual handling supervisor, home manager or health and safety manager.

Label and report faulty equipment to their home manager.

Report to the appropriate person any injuries or near miss sustained when undertaking moving and handling procedures.

Have responsibility to make full and proper use of any equipment or system of work provided and to report if it is not in working order.

Ensure risk assessments are undertaken, acted upon and reviewed within their area.

To undertake assessment of risk and act in the interests of their own health and safety, presenting themselves in a suitable psychological and physical condition to undertake their duties and to report any physical limitations they may have to their home manager.

Comply with Risedale Estates Ltd. manual handling policy and only use approved techniques for manual handling.

Seek advice from the manual handling supervisors in situations where they are unsure of the correct procedure to adopt.

Wear correct uniform at all times to enable them to move freely and comfortably.

Non Care Staff

It is the responsibility of all non-care staff to:

Attend manual handling training sessions on safe moving and handling as part of induction and updating on a bi-annual basis.

Take reasonable care of their own health and safety and that of others who may be affected by their activities.

To be aware that they can be held responsible for acts or omissions which results in putting themselves or others at risk.

Avoid manually lifting any load; as far as is reasonably practicable therefore non-care staff can refuse to carry out any duties which they feel put themselves, or others, in an unsafe position.

Report any unsafe working practices, environment and equipment to the appropriate manual handling supervisors, relevant home manager or health and safety manager.

Label and report faulty equipment to their home manager.

Report to the appropriate person any injuries or near miss sustained when undertaking moving and handling procedures.

Have responsibility to make full and proper use of any equipment or system of work provided and to report if it is not in working order

Ensure risk assessments are acted upon and reviewed within their area.

To undertake assessment of risk and act in the interests of their own health and safety, presenting themselves in a suitable psychological and physical condition to undertake their duties and to report any physical limitations they may have to their home manager.

Comply with Risedale Estates Ltd. manual handling policy and only use approved techniques for manual handling.

Seek advice from the manual handling supervisors in situations where they are unsure of the correct procedure to adopt.

Wear correct uniform at all times to enable them to move freely and comfortable.

RISK ASSESSMENT

Manual handling regulations impose a responsibility on employers to ensure assessments of manual handling are carried out. Risk assessments of manual handling comprise two key aspects:

Generic assessment of the risk of carrying out specific defined techniques. This assessment should be carried out by assessors appropriately trained in completing risk assessments. This training is available from the Health and Safety Manager.

Individual assessments of residents and changes in their status e.g. their environment or condition. A resident assessment is carried out on admission by appropriate care staff involved in the resident's care.

These assessments will be recorded and readily available for as long as it remains relevant. Assessments should be reviewed and amended regularly and / or if there is significant change in circumstances.

A copy of any generic assessment should be sent to the Health and Safety Manager to enable up to date information to be held.

ACCIDENT AND INCIDENT REPORTING

All accidents and incidents resulting from moving or handling of residents or loads must be reported to the home manager using the accident / incident reporting forms and follow-up procedures, including RIDDOR (Reporting of Injuries and Dangerous Occurrences Regulations).

If a member of staff is absent from work as the result of a manual handling incident for 3 days (7 days from April 2012) or more, this constitutes a RIDDOR. This is the responsibility of home managers.

EMERGENCY SITUATIONS

In **emergency** situations, e.g. fire - it may be necessary to manually handle people to a place of safety as a matter of urgency. EMPLOYEES should always use the best practical means of manual handling without compromising the saving of life. Each resident has a Personal Emergency Evacuation Plan for reference.

FALLING AND FALLEN RESIDENTS

Where a resident is observed to fall whilst staff are present, staff should first look after their own health, safety and welfare. **As such they should refrain from the natural tendency to catch the patient to stop them from falling.**

In such circumstances they should:

Allow the resident to fall naturally, releasing any hold that they may have on the resident

Remove obstructions out of the way to prevent increased risk of injury to the

resident.

Ensure that the resident's head is protected from trauma, so far as is reasonably practicable.

Where a resident is discovered on the floor, staff should refrain from any attempt to immediately move them. In such circumstances they should:

- Alert appropriate shift leader to assess resident for injury and make them comfortable.

- Assess the most appropriate means of assisting a resident off the floor. This is either:

 - Advising the resident how to get up themselves, if appropriate.

 - Using, with colleague assistance, an appropriate sling and hoist.

ENFORCEMENT

Contravening any aspect of this policy may result in disciplinary proceedings being instigated.

POLICY DOCUMENT

MOVING AND HANDLING

ISSUE 3

DEBORAH SMITH

HEALTH AND SAFETY MANAGER

MARCH 2012



POLICY DOCUMENT

MOVING & HANDLING TRAINING

To be used in conjunction with Moving & Handling Policy Number EMP6:25

Risedale Estates Limited acknowledges the importance of Moving & Handling Training and the influence of training on safety standards.

In order to ensure the safety of staff and residents the following moving & handling training is compulsory:

Prior to commencement of employment a formal induction programme must be undertaken, this will include moving & handling by a qualified moving & handling trainer.

Bi-annual moving & handling training is paid. Staff not compliant with this requirement may be subject to suspension from duty, without pay, until such time as training requirements are met.

In addition to this training Risedale employ several moving & handling supervisors. Staff must consult these supervisors if in doubt regarding moving & handling manoeuvres which have been deemed unsuitable for high risk.

Staff undertaking high risk moving & handling procedures, contrary to documented information will be subject to disciplinary action.

**POLICY DOCUMENT
MOVING & HANDLING TRAINING
ISSUE 4
BARBARA REDSHAW
DIRECTOR OF NURSING
APRIL 2007**

EMP 6.24



POLICY DOCUMENT

WALK AWAY POLICY

Risedale acknowledges the 'human' element within all staff, and as such recognises that staff may sometimes become frustrated or anxious when dealing with some situations or people.

Staff at risk of verbally or physically responding to either a colleague, resident or relative must walk away from the situation.

The staff member concerned must immediately report to the person in charge that they have 'walked away' to enable another member of staff to deal with the situation.

Staff using the walk away policy will be supported in their decision and a practical solution to prevent a re-occurrence will be sought.

Staff not employing the walk away policy who subsequently react in a manner which could be deemed as abuse will be subject to disciplinary action.

POLICY DOCUMENT

WALK AWAY

ISSUE 2

BARBARA REDSHAW

DIRECTOR OF NURSING

JANUARY 2012

EMP 6.28



POLICY DOCUMENT

**RISEDALE ESTATES LIMITED
COMPULSORY INFECTION CONTROL TRAINING**

Risedale Estates Ltd acknowledges the importance of infection control and the influence of training on safety standards.

Risedale therefore undertake to provide infection control training for every employee during induction.

Thereafter it may be deemed necessary for infection control update training to be compulsory and staff will be paid to attend.

**POLICY DOCUMENT
COMPULSORY INFECTION CONTROL TRAINING
ISSUE3
BARBARA REDSHAW
DIRECTOR OF NURSING
June 2012**

EMP 6.52



POLICY DOCUMENT

**RISEDALE ESTATES LIMITED
FIRST AID TRAINING
FOR PERSONS IN CHARGE**

Risedale Estates Ltd acknowledges the importance of First Aid Training, for persons in charge, and the influence of training on safety standards.

Risedale therefore undertake to provide first aid training for Registered Nurses in Nursing Homes and Care Assistants within a Residential Home.

This essential training is compulsory and, as such, will be paid. Staff not compliant with this requirement may be subject to suspension from duty, without pay, until such time as training requirements are met.

**POLICY DOCUMENT
COMPULSORY FIRST AID TRAINING
ISSUE2
BARBARA REDSHAW
DIRECTOR OF NURSING
JUNE 2007**

EMP 6.29



POLICY DOCUMENT

RISEDALE ESTATES LIMITED MANAGING BEHAVIOUR THAT CHALLENGES

Risedale Estates Ltd acknowledges the importance of training for managing behaviour that challenges and the influence of training on safety standards.

This essential training will be paid. All staff are required to attend training at induction.

Further training may be required depending where, within the Risedale group of homes, they are employed. Staff who work on the Behavioural Support Unit within Abbey Meadow Nursing Home will be required to attend the 5-day 'Citrus' training programme and assessment, thereafter attending annual updates. Staff not compliant with this requirement may be subject to suspension from duty, without pay, until such time as training requirements are met.

Risedale support the right of staff and residents to not be verbally or physically abused within the workplace; as such any staff member who feels they may be at risk should follow the Walkaway Policy wherever possible.

**POLICY DOCUMENT
MANAGING BEHAVIOUR THAT CHALLENGES TRAINING
ISSUE 5
BARBARA REDSHAW
DIRECTOR OF NURSING
UPDATED NOVEMBER 2012**



POLICY DOCUMENT

**RISEDALE ESTATES LIMITED
COMPULSORY SAFEGUARDING VULNERABLE ADULTS TRAINING**

Risedale Estates Ltd acknowledges the importance of training for the prevention of abuse of vulnerable persons and the influence of training on safety standards.

Risedale therefore undertake to provide safeguarding training for every employee annually.

This essential training is compulsory and, as such, will be paid. Staff not compliant with this requirement may be subject to suspension from duty, without pay, until such time as training requirements are met.

Risedale support the right of staff and residents not be verbally or physically abused within the workplace, as such any staff member who feels they may be at risk should follow the Walkaway Policy wherever possible

**POLICY DOCUMENT
COMPULSORY PREVENTION OF ABUSE TRAINING
ISSUE 3
BARBARA REDSHAW
DIRECTOR OF NURSING
UPDATED NOVEMBER 2012**



POLICY DOCUMENT

HEALTH & SAFETY TRAINING

Risedale Estates Ltd actually encourages health & safety training in order to ensure the health, safety and welfare of employees, residents and visitors within the homes.

Compulsory training requirements are clearly identified, however Risedale reserve the right to introduce additional, compulsory training should the need arise.

Risedale employ a health & safety manager, in addition there are regular meetings of the health & safety and moving & handling supervisors committee.

All staff are reminded of their own responsibilities to comply with health & safety policies to ensure the continued safety of everyone.

POLICY DOCUMENT
HEALTH & SAFETY TRAINING
ISSUE 1
BARBARA REDSHAW
DIRECTOR OF NURSING
JANUARY 2004

EMP 6.35

SECTION 2

PAID TRAINING

Paid training is deemed to be any course whereby the full course cost is met by Risedale and, in addition, the employee is paid their usual hourly rate to attend.

Each year the paid training opportunities are identified by the training committee and have three components.

- 1 The feedback from all employees' personal development plans and appraisals which identify skills gaps and individual requests.
- 2 Organisational analysis:
 - a) To meet legislative requirements
 - b) To meet organisational strategy and innovation goals.

PAID TRAINING IS IDENTIFIED AS:

REGISTERED NURSES

- Senior Nurse Development
- Training Carousel – the annual schedule of skills/knowledge updated and formulated for staff and company development. This is coordinated by Rose Kelly and is open to registered nurses and shift leaders. The content of the carousel is agreed annually at nurse managers and a timetable issued for the year.
- Assessor updates
- IV Updates
- End of Life Care, syringe driver, verification of death
- Qualified Mentor Updates
- CIEH Principles of Risk Assessment Levels 2 and 3
- Infection Prevention and Control Updates – in-house and delivered by IPC Champions

HEALTH CARE ASSISTANTS

Risedale promote the apprenticeship awards at both level 2 and level 3. Staff awarded the full apprenticeship will be given time back for the compulsory teaching elements of this course once achievement is confirmed.

- First Aid updates for residential Senior Carers and Team Leaders
- Medication training for HCA Residential staff & 3 yearly medication update training.
- Assistant Practitioner Training for those selected for the Foundation Degree.
- Infection Prevention and Control Updates – in-house and delivered by IPC Champions

ALL STAFF

- Level II Award in Food Safety & Catering – this is compulsory for kitchen staff
- Level 1 Award in Food Safety & Catering is advisory for all others and is paid training.
- Infection Prevention and Control Updates – in-house and delivered by IPC Champions

Each year priorities for staff and company development are identified, and the associated training may be deemed so important that all staff would benefit and should attend. This will then be pre-identified as paid training and will be confirmed in writing when it occurs, following discussion and agreement at a nurse managers meeting. (Page 26)

There is a statutory requirement to provide and record paid training. (Paid training record guidance – page 31 and the personal annual training record – page 33)

PAID TRAINING AGREEMENT 2013/2014

End of Life Link Group

Moving and Handling Supervisor Training Course

Mentor Updates

Degree Programme – fees only to the University.

Assistant Practitioner Programme

Senior Nurse Development

Assessor Updates/IV meeting and update

Carousel

CIEH Principles of Risk Assessment Level 2

CITRUS for staff not working on Beech Unit.

Infection Prevention and Control updates – delivered in-house by IPC Champions

Apprenticeship Training for care staff – payment will be given for literacy and numeracy sessions attended once ALL components of apprenticeship completed.



POLICY DOCUMENT

APPRENTICESHIP TRAINING FOR CARE STAFF

Risedale is a registered training provider and as such offers access to high quality Apprenticeship training within the care sector.

Risedale will, wherever possible, offer this training to all staff directly involved in the delivery of care. All new staff will be offered access to this training.

Existing staff will not be forced to undertake training but Risedale wish to ensure that at least 50% of care staff have this training, therefore all new employees will be made aware that they are expected to undertake this training.

**POLICY DOCUMENT
QCF TRAINING
ISSUE 3
BARBARA REDSHAW
DIRECTOR OF NURSING
January 2012**



POLICY DOCUMENT

HEALTH CARE ASSISTANT TRAINING PROGRAMME ATTENDANCE

Risedale Estates Limited places high emphasis upon training and development for Health Care Assistants.

The training programme is compulsory, as is attendance at the all of the training sessions.

On occasion, through exceptional circumstances only, non-attendance at a session may be authorised by the Home Manager.

In this instance the Home Manager must ensure that the training is delivered, by themselves, at the earliest opportunity within the training period, and a relevant training certificate issued.

On conclusion of the programme, attendance at all training sessions will be checked prior to the issue of a permanent contract.

Missed sessions must be completed prior to the issue of a permanent contract of employment, usually by attendance at the relevant session within the next programme.

Failure to complete the induction programme within 12 months WILL result in termination of employment.

HCA TRAINING PROGRAMME ATTENDANCE

POLICY DOCUMENT

ISSUE4

BARBARA REDSHAW

DIRECTOR OF NURSING

January 2012

RISEDALE RETIREMENT AND NURSING HOMES

SOCIAL CARE INDUCTION PROGRAMME COMMENCING TUESDAY 28th MAY 2013

ALL LESSONS WILL TAKE PLACE IN THE TRAINING ROOM AT RISEDALE AT ABBEY MEADOW, FLASS LANE

UNLESS OTHERWISE STATED

THERE WILL BE TWO QUARTER HOUR BREAKS AND ONE HALF HOUR BREAK ON EACH FULL DAY OF TRAINING

Date 2013	Time	Tutor	Session
Tues 28 May	09.30 – 10.00	Julie Alexander	Introduction to course and house rules Explanation of documentation/Questionnaires/Certificates of completion
	10.15 – 13.00	Julie Alexander	Standard 1 - The Role of the Health and Social Care Worker
	13.30 – 16.30	Julie Alexander	Standard 2 - Personal Development. (Standards 1 and 2 Questionnaire at 16.00)
Weds 29 May	09.30 – 13.00	Julie Alexander	Standard 3 - Communication and Challenging Behaviour
	13.30 – 16.30	Julie Alexander	(Standard 3 Questionnaire at 16.00)
Thurs 30 May	09.30 – 13.00	Julie Alexander	Standard 7 – Dementia
	13.30 – 16.30	Julie Alexander	Standard 5 – Duty of Care (Standards 4 and 5 Questionnaire at 16.00)
Fri 31 May	09.30 – 13.00	Julie Alexander	Standard 6 – Principles of Safeguarding
	13.30 – 16.30	Julie Alexander	Standard 4 – Equality and Inclusion (Standard 6 Questionnaire at 16.00)
Mon 03 June	09.30 – 13.00	Julie Alexander	Standard 8. Nutrition and Food Safety
	13.30 – 16.30	Julie Alexander	Standard 7. Death, dying and bereavement (Nicki Marwood 15.30 – 16.30)
Tues 04 June	09.30 – 10.30	Christine Tyson	Social Activities
	10.30 – 13.00	Hanna Munro	Standard 7. Person Centred Support
	13.30 – 16.30	Nicky Phillips	Standard 8. First Aid
Weds 05 June	09.30 – 11.00	Julie Alexander	Standard 8. Health and Safety – Roles and Responsibilities / Risk Assessment
	11.00 – 12.30	Deb Smith	Human Error and Continuing Care Documentation
	13.00 – 16.30	Julie Alexander	Standard 8. Infection Control, Security, Managing Stress in the Workplace ((Standards 7 and 8 Questionnaires at 16.00)
Thurs 06 June	09.30 – 10.30	Kelsey Whitehead	Oral Hygiene
	10.45 – 11.45	Rose Kelly	Safe use of beds and mattresses
	11.45 – 16.30	Julie Alexander and Deb Smith	Standard 8. Practical Day including Moving and Handling at 13.00 – 14.00 with Deb Smith



POLICY DOCUMENT

FOOD SAFETY AND AWARENESS IN CATERING TRAINING

Risedale acknowledges the importance of safe food handling and the influence of training upon food hygiene standards.

Risedale actively encourage all staff to undertake food hygiene and safety training and it is an integral part of the health care assistant training programme. All staff are able to access CIEH Levels 1, 2 and 3 if they require.

All Domestic Service Operatives undertake CIEH Level 1 Award in Food Safety Awareness in Catering.

All cooks must hold at least CIEH Level 2 Award in Food Safety Awareness in Catering and have the opportunity to undertake CIEH Level 3 Award in HACCP in Catering. Kitchen assistants must be qualified to at least CIEH Level 1 Award in Food Safety Awareness in Catering but have the opportunity to undertake the Level 2 award. This is compulsory paid training.

Risedale Estates Ltd is an accredited centre with the Chartered Institute of Environmental Health (CIEH) and, therefore, is registered to deliver Food Safety and Awareness qualifications. The Health and Safety Manager (Infection Control Lead) is a registered trainer with CIEH and provides training for all staff.

POLICY DOCUMENT

BASIC FOOD HYGIENE TRAINING

ISSUE 2

DEBORAH SMITH

HEALTH AND SAFETY MANAGER

JULY 2011

Infection Control Master File 1.27

PAID TRAINING RECORD GUIDANCE

Paid training is available to all staff.

Each member of staff should have an individual training and development assessment and profile, which reflects their learning needs. As a guidance each staff member should have at least 16 hours paid training per year.

The majority of staff clearly exceed this level of training e.g. HCA's and DSO's and kitchen staff taking induction training, registered nurses undertaking induction and preceptorship. All staff undertaking internal or external qualifications e.g. Apprenticeships, Degrees etc will also clearly exceed the requirements.

Each Manager must record training, which is paid for by the Company upon the paid training record. This includes the compulsory training in:

Medication Training & 3 yearly update	
Moving & Handling	2 hours twice yearly
Moving & Handling	1 hour DSO & Kitchen staff
Fire	1 hour twice per year
CITRUS - Beech Staff Level 1, 3 days one off course & annual refresher	
First Aid Training for Persons in Charge	Updates at regular intervals
HCA Supervision – 3 monthly (3 hours on each occasion)	
Basic Life Support for Registered Nurses	1 hour annually
Safeguarding Training	1 hour annually for RN/HCA's

Training opportunities for both HCA's and registered nurses are provided in house additional hours.

It is the responsibility of each Manager to ensure their staff undertake the training they require.

Staff not attending compulsory training may compromise their future employment.

PERSONAL ANNUAL TRAINING RECORD

SESSIONS / LECTURES / MEETINGS

This record identifies every episode of training that an employee undertakes commencing with induction training.

Training and development has always featured as a high priority within Risedale. It is therefore imperative that this record is completed accurately and contemporaneously.

Each Manager must review each record regularly and ensure that the statutory and company and training requirements are met.

SECTION 3

FUNDED COURSES

Many staff request funding for individual courses to expand their skills and knowledge. Risedale fully support this and, following agreement, will pay course fees.

In these instances, staff are expected to provide their own time (page 35 Funding of Courses), travel and accommodation if required.

Currently approved for funding are:-

Degree Modules with University of Cumbria.

Skills updates (except those selected for the annual carousel).

Nutrition (level 2).

Equality and Diversity (level 2).

Dementia (level 2).



POLICY DOCUMENT

FUNDING OF COURSES

Risedale Estates Limited is committed to the professional development of all staff and offers a very comprehensive range of courses.

Funding of courses will be met in full by Risedale Estates Limited providing the course content is of value to the client group we serve.

Agreement from staff, that they themselves should provide travelling expenses, accommodation and time, must be sought before funding any courses is agreed.

In exceptional circumstances (i.e. compulsory courses or those whereby the employee is specifically requested to attend by Risedale) staff may have consideration of travelling expenses, accommodation and time reviewed by their Manager and respective Director.

FUNDING OF COURSES
POLICY DOCUMENT
ISSUE 3
BARBARA REDSHAW
DIRECTOR OF NURSING
JUNE 2004

SUPPORT SERVICES / INFORMATION, ADVICE AND GUIDANCE

Risedale promote the ethos that all staff should be supported to achieve their full potential, no matter what that may be.

Information, advice and guidance to ensure that all employees have the right skills, supported by the right qualifications, will be offered to all grades of staff.

Training and development needs will be identified at least annually and a personal development plan completed between the employee and their line manager.

When a development need or opportunity has been identified, Risedale undertake to provide or access the training required to meet that need.

Training and development is well established internally, however we will commission external services when additional expertise is required.

Wherever possible Risedale will always promote internally to more senior positions.

Staff wishing to progress through the Company will be supported to do so and a comprehensive management development programme is available.

In addition, Risedale provide external advice and guidance to assist staff in all aspects of their professional lives and many aspects of their personal and family lives. (Pages 39-40)

Risedale have funded NVQ Level 3 in Information, Advice and Guidance for Mrs Paula Poole (see contact details page 37). This will enable us to better support staff to develop their knowledge and skills.