



# COMPASSIONATE HEART

SERVICES WITH A DIFFERENCE

## Health and Safety Training Policy and Procedure

### 1. Purpose

1.1 To comply with statutes, regulations and quality standards.

1.2 To ensure that all staff receive full induction, instruction, training and supervision within their area of responsibility and are kept up to date with refresher training to meet or exceed best industry practice within the health and social care sector.

1.3 To support Compassionate Heart Limited in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.4 To meet the legal requirements of the regulated activities that Compassionate Heart Limited is registered to provide:

- The Care Act 2014
- Control of Substances Hazardous to Health Regulations 2002
- The Electricity at Work Regulations 1989
- The Food Safety and Hygiene (England) Regulations 2013
- The Hazardous Waste (England and Wales) Regulations 2005
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- The Health and Safety (Miscellaneous Amendments) 2002
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Health and Safety (Miscellaneous Amendments) 2002
- The Regulatory Reform (Fire Safety) Order 2005
- RIDDOR
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002

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### 2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS

### 3. Objectives

3.1 Training is a vital part of our strategy to effectively manage health and safety issues within our business. When carried out effectively, it can change our staff's perceptions of risks and result in significant improvements in health and safety performance. So, preparing our staff to work safely and reducing accidents and damage to our premises and equipment is important. It is also a general factor in motivating staff, so that improvements are often found in overall commitment and work performance, and ensures that staff members are competent and confident when carrying out their work. It is our legal responsibility to provide adequate Health and Safety Training (see Guidance).

### 4. Policy

4.1 Identify the health and safety training needs associated with our work activities.

4.2 Provide the following health and safety training for our staff:

- Induction training for new starters
- Training on our health and safety policies and procedures
- Work activity training relevant to the member of staff, including the use of any equipment
- Training required by specific legislation
- Training on fire and emergency procedures including alarmraising
- Training on the recognition, handling and use of hazardous substances
- Awareness training for management staff
- Refresher training where identified in our training needs analysis

4.3 Keep records (see training records) of all staff training and related documents in personal training folder and e-training matrix or LMS.

4.4 Ensure staff are aware of their legal obligation to co-operate and to put into practice any new instruction or guidance given.

4.5 Consider different forms of training i.e.: e-learning, classroom, coaching and one to one training.

4.6 Ensures that staff are aware of how to operate safely and in a way that also ensures the safety of others through effective training programmes. This limits the likelihood of accidents in the workplace, reduces stress through safe operating procedures and ensures that the business remains financially viable reducing accident rates and insurance premiums.

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### 5. Procedure

- 5.1 Establish the work content of a job, i.e. job description, working environment and tasks required.
- 5.2 Specify the level of competence required for each task. Consider the individual characteristics which may be needed.
- 5.3 Assess current competence of individual staff against this analysis.
- 5.4 Identify staff training needs and models of training i.e. e-learning, classroom. Also identify the learning style of each member of staff and any special considerations so that no one is disadvantaged and all have the opportunity to develop and grow their skills to meet business operational need.
- 5.5 Identify and, if necessary, train trainers for each topic.
- 5.6 Identify external training providers where specialist training is required, i.e. accredited courses.
- 5.7 Add trainers to the approved trainer list.
- 5.8 Develop training packages if necessary and consult widely with other professionals.
- 5.9 Arrange training dates and ensure that staff cover has been arranged in advance so that no staff are disadvantaged.
- 5.10 Deliver training according to the learning style required and remember to include feedback sheets.
- 5.11 Assess effectiveness of training against learning objectives and feedback sheets.
- 5.12 Amend training and redeliver if necessary.
- 5.13 Review training needs to ensure that all areas are covered.

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### 6. Definitions

#### 6.1 LMS

- LMS - Learning Management System - This is a computerised training system which charts all learners, lists the training required for each grade of staff and indicates the date training was completed or expired. Sometimes a traffic light system is adopted i.e. GREEN shows compliant, YELLOW shows training is due to expire and RED shows training has expired. External training providers often provide companies with their own LMS platform for this purpose

#### 6.2 Training Matrix

- Though similar to an LMS, a Training Matrix tends to be an inhouse system. Again, a traffic light system shows progression for staff, identifying any outstanding training which needs to be focussed on. As with the LMS there is a list of staff of different grades and the training required

#### 6.3 Accredited Training

- Accredited Training means that all training has to meet an educational standard i.e. level 2, 3 etc. Training has an Awarding Body e.g. IOSH for 'IOSH Managing Safely'. Accredited training is externally verified to ensure that standards are maintained (a bit like OFSTED in schools). This can ensure employers have a guarantee as to the quality of training provided

#### 6.4 Externally Verified

- All training which is accredited has to be externally verified against a given standard to ensure compliance against that standard. Externally means that the standard is monitored outside of the company delivering the training so there isn't a conflict of interest and employers can be assured they are receiving quality training. Training providers who do not meet the high standards set can lose their registration - this ensures that only quality trainers will give accredited courses which meet the standard

#### 6.5 Competent

- Competent or competence - this is where a member of staff has received the necessary induction, instruction, training and supervision, then through experience in that role is able to attain the required operating standard to complete a task repeatedly to a safe and high standard

#### 6.6 CPD - Continual Professional Development

- To ensure that staff can operate safely, effectively and competently within their area of responsibility, on-going training is required. This is known as CPD, or for nurses, 'Revalidation,' in which staff must demonstrate that their practice is up to date by ensuring they are aware of legal updates, industry best practice etc. Undertaking refresher training facilitates this continual improvement in work practices

#### 6.7 Feedback Sheets

- These are completed by all learners to ensure that the strengths and weaknesses of the training provided are identified and courses reviewed accordingly

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### Key Facts - Professionals

Professionals providing this service should be aware of the following:

- All staff training must be suitable and sufficient to reflect their roles and responsibility in meeting the needs of the business, regulation and key stakeholders
- All staff should only work within the scope of their training which deems them competent to fulfil their job requirements
- From time to time new guidelines, codes of practice and legislation will deem it necessary for staff to have additional training to meet any additional requirement or to adopt different ways of working
- As part of Compassionate Heart Limited's requirement for 'duty of care' and 'due diligence' all training must be documented on a training register and any certificates, signed attendance sheets, and feedback sheets should be filed so that they are available for inspection by external regulatory and statutory bodies demonstrating that training is current for all staff
- Staff performance should be monitored so that changes/improvements as a result of the training provided can be recorded

### Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- All staff are trained to a high level to ensure that you receive the best possible care and support. This is not one-off training, rather on-going training for all staff so that you can be sure of a quality and professional service

### Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

### Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- All staff are skilled within their designated roles and responsibilities and the business has invested in highly qualified and professional staff
- There is evidence that training needs analysis is undertaken with staff and career progression forms part of those discussions
- The business demonstrates a positive culture of empowering staff and provides a supportive environment for learning and development
- The wide understanding of the policy is enabled by proactive use of the office computer

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