



Staff Training and Development Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure that all staff employed by CARERS' HANDS H C A LTD are appropriately trained, qualified, supervised, and supported to deliver safe, high-quality, and person-centred care.

2. Scope

This policy applies to all staff, including full-time, part-time, agency, bank, and voluntary staff working under the direction of the organisation.

3. Policy Statement

We are committed to providing continuous professional development opportunities to all employees. Staff are supported to develop the skills, knowledge, and values required for their roles.

4. Legal and Regulatory Framework

- CQC Regulation 18: Staffing
- Health and Social Care Act 2008
- Care Certificate Standards (Skills for Care)
- Equality Act 2010
- Working Time Regulations 1998

5. Induction Training

- All new staff complete an induction program within the first 12 weeks of employment
- Induction includes the Care Certificate standards, policies, emergency procedures, and shadowing



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6. Mandatory Training

The following topics are provided as mandatory for all care staff:

- Safeguarding Adults and Children
- Infection Prevention and Control
- Medication Administration
- Health and Safety
- Moving and Handling
- Fire Safety
- First Aid
- Data Protection and GDPR
- Mental Capacity Act and Consent
- Equality, Diversity, and Inclusion

7. Specialist Training

Where service users have specific needs, staff receive additional training such as:

- Dementia Awareness
- PEG Feeding
- Catheter Care
- Epilepsy and Seizure Management
- Autism and Learning Disability Awareness

8. Supervision and Appraisal

- Supervision meetings are held at least quarterly to discuss performance and development needs
- Annual appraisals are conducted to review progress, set goals, and plan training
- Outcomes are documented and inform the Personal Development Plan (PDP)

9. Training Records

All training is recorded in individual staff files and the organisation's training matrix. Records are monitored monthly and updated after each course.

10. Evaluation and Quality Assurance

- Training effectiveness is reviewed via observation, feedback, supervision, and care outcomes
- Refresher training is provided according to policy and when practices or legislation change



11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, and service user feedback.

Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026