

Beyond Limits provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits, to make good, safe decisions.

Beyond Limits expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of the way we work and any associated policies which are particularly relevant will be directly referenced.

Induction, Probation and Continuous Learning Policy

 To be read in association with the Employee Handbook

Induction, Probation and Continuous Learning Policy - what this means to Beyond Limits

Beyond Limits understands that its employees are its greatest asset and we also understand that the initial introduction (your **induction**) to the organisation and the person you will support, the time required to learn what your job is about (your **probation period**) and the support you receive to learn and develop (your **continuous learning**) will pave the way to you getting it right for them, enjoying your job and wanting to stay with Beyond Limits.

We will strive to offer you the time, support, encouragement and learning opportunities to develop as a person and as a professional.

Your **induction** will enable you to embrace the culture of Beyond Limits and understand what is needed to feel confident about supporting the person you are matched with. The initial period of employment is an extremely important one. It is the time when the employee and the employer have the opportunity to decide whether the job is right for them and the person being supported

has an opportunity to decide whether you are a good match for them as this is especially important when working for Beyond Limits.

Beyond Limits have to comply with rules set out by the Care Quality Commission (CQC) in their 'Essential Standards of Quality and Safety' and this includes the requirement in Outcome 14 'Supporting Workers' to incorporate Skills for Care, Care Certificate www.skillsforcare.org.uk into those of the organisation. These standards cover:

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and Diversity
5. Work in a Person-Centred way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of Mental Health, learning disabilities and dementia
10. Safeguarding Adults
11. Safeguarding Children
12. Basic life support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

Beyond Limits wants you to be able to continue to learn and develop your skills, thereby improving the quality of life person being supported after induction and probation. Beyond Limits sees this as **continuous learning** which will combine a range of learning opportunities with the expectation that as well as Beyond Limits supporting you with learning, you also take responsibility for your own learning.

Procedure – What will happen:

Induction

The induction process at Beyond Limits is tailored to the people that we support. The induction is intended to provide you with all the mandatory training that you require to work in Health and Social Care. It incorporates training and learning that falls within and outside of the Care Certificate. If there is additional training required, specific to the needs of the person you will be supporting (Team Specific training) this will be arranged once you start your induction training.

Examples of the mandatory training are:

- Best practice in the management of medication
- Infection prevention and control
- Health and Fire Safety
- Data Protection
- Food Hygiene
- Managing finances
- Adult Safeguarding
- Values and ethos and the culture of Beyond Limits

Examples of team specific training may include:

- Epilepsy training
- Autism training
- Personality Disorder
- Diabetes
- Supporting people who display behaviours which challenge

Skills for Life

Skills for Life includes literacy, numeracy and basic IT (information technology) skills. Literacy refers to speaking, listening, responding and reading with understanding and writing to communicate. Numeracy refers to understanding, using, calculating and manipulating mathematical information. Interpreting results, analysing data and communicating mathematical information. IT involves the everyday use of IT equipment including mobile phones, word processing, email and equipment used in the workplace.

It is expected that all staff should be competent and be able to:

- Read and understand health and safety notices and instructions
- Read and understand reports and compare benefits of different options
- Write to a legible standard
- Make effective contributions in meetings, appraisals/working policy and review meetings

Assessment

At your interview you will have been asked about your qualifications, previous learning and skills. As part of your probation period, your line manager will discuss your learning needs with you. It is important and your responsibility to let your line manager know if you have any particular learning needs, for example Dyslexia. You will not be discriminated against for being honest. Beyond Limits wants to support you to do your job well, which means being able to record and read information you are required to, contributing to discussions, feeling confident and motivated in the work you do and enjoying your work. Beyond Limits understands that employees come from a range of backgrounds and have a range of learning and development needs a range of gifts, skills and talents to offer.

Care Certificate Standards

All social care organisations registered with CQC are required to ensure all its workers are inducted to a standard that meets the Skills for Care, Care Certificate work-specific requirements. Anyone who joins the organisation is required to provide evidence of having either a Care Certificate or a Health and Social Care Diploma (Level 2). The Health and Social Care Diploma supersedes the Care Certificate and so if you are joining the organisation with this qualification, there is no requirement for you to complete the Care Certificate. If you do not have either a Health and Social Care Diploma or a Care Certificate, then you are required to complete the Care Certificate within your first twelve weeks of joining the organisation. Successful understanding and completion of the Care Certificate will mean Beyond Limits, the person being supported, and others can be confident new employees are competent to be 'safe to leave' and able to work alone'.

The Care Certificate standards are completed via an E-Learning platform, you will be provided with your log-in details at your induction and further explanation will be given about how to access the curriculum.

Please note that completion of the 15 standards does not signify the achievement of the Care Certificate. In order to be issued with the actual certificate there are a number of workplace observations that need to be undertaken by your line manager. Once these have been submitted and marked and providing there are no issues, then the completion certificate will be issued.

Workplace observations should be carried out during the period of shadow shifts. Signing off evidence of completion will not be taken lightly and evidence of reckless signing off can be deemed a disciplinary offence as it would bring the reputation of yourself, the line manager and Beyond Limits into disrepute.

Employees with previous experience, qualifications or completion of the Care Certificate will have the evidence of this experience assessed when they start with Beyond Limits by their Line Manager. The successful evidence of completion of units may act as a 'passport' to enable confidence in competency especially in some practices that are common to all social care work. However, because of the very person-centred work that Beyond Limits does it is likely that some person-specific units will have to be repeated i.e. the ways we work and person-centred support.

Probation

All new employees are subject to a 6-month probation period (extendable up to 12-months if required). The employee's skills and development will be assessed over this time through regular support and supervision sessions and monthly informal meetings and a review after the 6 months. Your appointment will be confirmed only after a successful six-month probation period and this decision will be made by the Line Manager. You must have fully completed your Care Certificate (if required) including workplace observations in order to successfully complete your probation period.

During the probation period you will be given appropriate support and development opportunities to help you reach the required standards including regular support and supervision. A personal development plan will be completed at the earliest opportunity so that opportunities for completion of the Care Certificate and other required learning experiences e.g. moving and handling or managing medication can be met. If appropriate a functional skills assessment will also be carried out with you (and detailed within your personal development plan) so that any difficulties with skills that are required for your role including literacy, numeracy and basic Information and Communication Technology (ICT) can be worked upon and developed.

Any concerns about performance will be dealt with quickly by the Line Manager and recorded in the support and supervision notes.

Extensions of the probationary period may be granted (under exceptional circumstances) to enable required standards to be achieved.

If it is clear you are not willing or able to achieve the required standards of performance or conduct or complete the process within the probation period this could result in termination of your employment. In this case you will be invited, in writing, to meet with your line manager. The letter will detail the reasons for the meeting and make it clear that termination of your employment is being considered. You can be accompanied by a colleague for support. You will be given the opportunity at the meeting to give your reasons why your employment should not be terminated.

You will be informed in writing of any decision to dismiss, together with the reasons for dismissal and the right to appeal. You will be entitled to contractual pay in lieu of notice unless the dismissal is for gross misconduct. Any appeal must be made within 5 working days of the receipt of the dismissal letter. The appeal meeting will be arranged and take place with the Director, as soon as is practicable and you will be informed of the decision within 7 working days. The decision of the Director is final.

Employment during probation can be terminated by the employee, the employer or the person being supported at any time.

If you change role to a more senior position then a probationary period will still be in place for the new role.

Continuous Learning

Beyond Limits aims to provide you with continuous learning opportunities:

- At induction you will be issued with an Open Future Learning account which is an online based eLearning platform with a range of modules all relevant to your role
- You are also given a Careskills Academy account, this is initially for the purpose of your induction but there are several other modules that will be helpful to you in terms of your ongoing development
- An organisational training calendar is available to all staff, this is published on an annual basis and includes a lot of personal development training
- You also have the opportunity to undertake a Health and Social Care Diploma (Apprenticeship) upon the completion of probation

Health and Social Care Diploma

You may have the opportunity, if you not already achieved the Diploma in a previous post to complete a Health and Social Care Diploma at level 2 or above dependent of your job description. This will be discussed and agreed with your line manager once you have completed your probation. Any enquiries regarding the Diploma's should be directed to training@beyondlimits-uk.org. Anyone who progresses and starts the Health and Social Care Diploma is expected to sign a training agreement which outlines the costs involved (covered by Beyond Limits) and the conditions under which the Diploma is taken. For more information on this, please email the Training and Quality Lead maxine.denham@beyondlimits-uk.org

All Beyond Limits employees will have their own personal development plan. The aims and purposes of the plan is:

- To help managers and you to make effective arrangements to identify and meet learning needs
- To develop the skills, knowledge, values and behaviour that you need to do your current job well

The personal development plan documentation is available from your line manager and will be shared with you at the earliest opportunity once employment commences.

All learning, be it for the Care Certificate, Diploma's or person-specific learning to better support the person you work for, will be taught in a number of different ways with the expectation that you take responsibility for your own learning, with support from Beyond Limits.

This will include:

- Taught course (internal and external)
- Distance learning
- E-learning
- Guided reading
- Structured supervision scenarios
- Mentoring by a more experienced colleague

Evidence of learning can be collected through:

- Written feedback
- Observation by experienced employees or employees with training qualifications
- Feedback from colleagues, family, the person being supported and/or professionals
- Reflective summaries and learning logs
- Certificates of competence

We will expect you to put into practice any learning and training opportunities that are offered to you. We expect you to evidence through your supervision, your input at team reflective clinical

supervision sessions, the supported person's working policy meetings and your day to day support of the person; how your learning and training opportunities have improved the life of that person.

Payment for Training

Training and development opportunities are paid for from the budget of the person you support. Missing, or not making full use of training provided is a waste of their budget. This could lead to Beyond Limits taking disciplinary action.

Any employee who does not attend training they have been booked onto without good reason or notice will incur a financial penalty. A minimum of 48 hours' notice must be given to cancel a place at a scheduled training event.

Some training opportunities have high cost implications for the person you support. Therefore, you will be required to pay the cost back if you fail to complete the course, are dismissed or leave the Organisation within 2 years of completing the course. There may be other courses that you want to attend that fall outside of the learning required for your role. It will then be at the discretion of your Line Manager and the Director as to whether these fees are covered by Beyond Limits.

Feedback

Regular, good quality feedback is one of the most important ingredients in building constructive relationships and in getting jobs done well. At Beyond Limits you can expect other employees and management to be open about giving and receiving feedback about all aspects of our work.

Feedback can be used to:

- **Influence** Someone to do something differently or to change their approach. Feedback is more likely to get a result because it gives the person useful information combined with evidence that you value and support them.
- **Recognise and reward effort**, people are more likely to perform well if you let them know that you've noticed and you can specifically what you liked
- **Improve the quality of the work you do** through clear and timely performance feedback, more attention to performance quality and more clarity about the what, how, why and when of people's jobs and tasks.

- **Build and maintain relationships** open and honest dialogue is an essential part of a constructive working relationship. Giving regular feedback is one way to build an open climate, where trust and support is a mutual expectation
- **Clarify expectations** and prevent guesswork about performance. People are more likely to meet your expectations if you give accurate information about what you like and value and what you don't like and don't want
- **Influence motivation** people often respond well when you take the time to give them clear, accurate information, along with a stated intention to help them to do better. Given a challenging message, people are more likely to be motivated to change if you show that you have seen, heard and understood them and that you are offering to support them as they change
- **Manage performance** people need clear and unambiguous information to help them meet, or exceed your expectations about doing the job

Constructive feedback skills involve both **praise** and **suggestions** for change. Just saying well done is nice but does not give the receiver anything further to work on. What they need is to know what they did to deserve praise so they can do it again in the future.

Constructive feedback does not mean only giving positive feedback. Negative feedback given skilfully can be important and useful.

Guidelines for giving constructive feedback:

- Give positive feedback when it is due, don't just point out mistakes
- Focus on the task or behaviour, not the person
- Avoid personal, judgemental comments e.g. say *"it makes it difficult for us all if you are late for meetings"* rather than *"you are hopeless, you are always late for meetings"*
- Make the comments as soon as it is needed, rather than days later e.g. *"I am not sure this is going to work"* instead of *"I thought at the time this wouldn't work"*
- Be specific: identify precisely what has gone well and make specific suggestions for improvement
- Ask for the other person's view and listen to it
- Seek alternative ways forward. Try to find more than one possible solution so you can agree which one to follow. If you do give negative feedback do not simply criticise but use reflection, ask the person what they would do differently in the future

Training specific to the person you support

As a team you will decide what training individually and as a team you require, to ensure the person being supported gets the best out of life. This training may be social care orientated or based around health, communication needs, or community engagement e.g. autism, personality disorder, offending behaviour, epilepsy, total communication. The Team Leader will put together the training needs for the team and work with the Service Leader to source training. It may be that family members need to be asked to attend training and in some cases the person themselves will be involved. Some people being supported will become experts in their needs and may provide the training, with support where necessary for new team members.