

Livewell Southwest

**Education, Training and Development  
Strategy 2014-2016**

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**Notice to staff using a paper copy of this guidance.**

**The policies and procedures page of Intranet holds the most recent version of this guidance. Staff must ensure they are using the most recent guidance.**

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# Education, Training and Development Strategy 2014-2016

## 1. Introduction

Livewell Southwest (LSW) recognises that its most important resource is its staff and that we can only meet our aims and objectives through a well-trained and appropriately qualified and supported workforce.

LSW is committed to enabling individuals to develop their knowledge and skills to ensure the provision of quality care and the success of the organisation.

This strategy seeks to provide a framework to guide individuals and managers when accessing learning and development. It also aims to promote Education, Training and Development.

'Liberating the NHS – Developing the Healthcare Workforce' and The Francis Report have led to changes in the infrastructure, roles, functions for education, learning and development at regional and national level.

The development of Health Education England (HEE), the Local Education and Training Board (LETBs) and Academic Health Science Networks offer opportunities to reform commissioning of education and training.

In future, all NHS funded providers will be required to achieve the standards within the Education Outcomes Framework which include demonstrating links between training delivered and improvements in the quality of patient care and experience.

There is a wide range of regulatory bodies which will influence the training we have to provide:-

- Care Quality Commission (CQC).
- Monitor.
- Statutory training requirements.
- Professional regulation and revalidation – NMC, GMC and HPC.
- NHS Litigation Authority Standards (NHSLA).
- NHS Operating Framework.
- OFSTED Standards.
- Department of Health (DOH).

The aim of this strategy is to support:-

### **1. *Developing a competent, capable and compassionate workforce:-***

- Delivering safe, effective and high quality services and cares.
- Demonstrating the 6C's at all times.
- Continually striving to improve the patient experience.
- Working flexibly across organisational and professional barriers.
- Keen to learn and develop to improve performance and from incidents/ events.

## **2. Develop excellent leaders at every level in the organisation:-**

- Consistently demonstrating leadership and excellent role modelling.
- Contributing to the achievement of LSW objectives.
- Increasing involvement and engagement of staff to continually improve the service user experience and organisation's performance.

## **3. Provide high quality and effective education, learning and development:-**

- Resulting in improved outcomes and improved patient experience.
- Meeting the requirements of external regulators – CQC, NHSLA, HSE etc.
- Upholding the rights, responsibilities and requirements within the NHS Constitution.

A pre-requisite for access to learning and development will be a current personal development plan (PDP) agreed through an annual appraisal process. There is a requirement to demonstrate their competency and knowledge by producing evidence for assessment.

LSW will provide mandatory training for all staff. However LSW may require individuals to contribute towards their personal development in terms of commitment, time and finance.

The strategy seeks to ensure that the organisation complies with the NHS Litigation Authority Risk Management Standards, Care Quality Commission Essential Standards, and health and Safety Executive requirements.

## **2. Roles and Responsibilities**

### **LSW Board**

LSW has a responsibility to monitor that mandatory training is accessed by the workforce. Monthly reports will be made available to the Board and Safety and Quality Committee.

### **Learning and Development Team**

The team will devise, agree and implement a training needs analysis which will support LSW in achieving their strategy

- Provide mandatory training for all staff to meet the organisations specified mandatory training requirements and monitor attendance monthly
- Provide/arrange courses to meet the existing and evolving training needs of LSW and publicise these to all staff.
- Identify and access external funding to support learning and development
- Work in partnership with agencies to support and promote learning and development

- Fully utilise E-technology to support learning and development and assist staff with access to education, management of CPD and flexibility of study.
- Provide essential clinical training and ensure the availability of courses if not available in-house

### **Learning and Development Committee**

- Monitor performance reports for mandatory and essential training
- Monitor mandatory training attendance overall in order to identify potential areas of risk
- Report to safety and Quality Committee
- Members to cascade information to respective areas
- To develop a robust process that captures the information contained within appraisals
- Support staff to evaluate the effectiveness of learning interventions

### **Definitions**

- Statutory training and development defined by legislation
- Mandatory training defined by NHSLA, CQC and are required by statute
- Essential training required to perform duties, qualifications required by employer
- Professional development training that may be relevant to an individual's work but is not essential to the delivery of service
- Personal development – study not essential to work but desired by the employee

## **3. Induction**

Through the recruitment process, LSW will ensure that all new staff attend induction training. The course operates for a minimum of 4 days. A copy of the programme can be assessed in LSW corporate induction and mandatory training policy. The induction programme continues to be reviewed. For this year we will be including Customer Care training, Safeguarding Adult training, and Diversity. This programme will be reviewed on a six monthly basis.

### **3.1 Students & Learners**

All pre-registration students will undertake a LSW induction during the first week of the placement. The induction will focus on those essential elements of placement preparation, which are excluded from the remit of mandatory training provided by the hosting education institution. Induction will be bespoke for students and organised separately from corporate induction but where a local supplementary induction within the specific placement area would be undertaken.

Students and learners will have access to all essential and desired training and education offered by LSW where it is agreed by their placement/mentor, and where it is relevant to the placement experience at the time. However, the placement/mentor will be informed of any student who fails to attend training without prior notice of

cancellation and non-attendance, where this will be recorded in the student's on-going achievement record(OAR) as a reflection of poor professional behaviour.

#### **4. Mandatory Training**

A new programme of mandatory training has been developed, see Appendix 1. This will help to deliver mandatory training in a concise format which will meet the requirements of the staff. This will be reviewed on a six monthly basis.

#### **5. Leadership and Management development**

Effective leadership has been identified as a key ingredient in modernising today's health service. This has been demonstrated in the recommendations from the Francis Report. Leadership development is a key enabler in delivering quality and improving the workforce. LSW is committed to recruiting and developing leaders to achieve excellent quality services.

An objective identified in this strategy is the development of training for front line managers. Topics will include appraisal, managing poor performance, sickness monitoring and topics requested. It is vital the LSW develops and prioritises excellent clinical leaders. This is a key priority from the Francis report and vital for LSW to deliver strong effective leadership.

#### **6. Continuous Professional Development**

Continuous Professional Development (CPD) is identified as a range of development activities which build on professional skills and competencies and improve performance at work. It is essential to support staff to continually develop their skills and knowledge in order to ensure advanced healthcare practices are implemented and staff are competent in their roles. This strategy will identify opportunities for CPD

#### **7. Income Generation**

LSW has a unique and varied mix of trainers there is a level of income generated currently within the Learning and Development team. This income has the potential to grow which not only offers a financial incentive but also the opportunity to provide an excellent standard of training across the community of Plymouth.

#### **8. Objectives 2013-2015**

- For 95% attendance at mandatory training
- 95% of all staff to have a PDP that identifies their training needs
- To develop a leadership/management training programme



- To deliver appraisal training
- To embed the learning from people who use the service into training programmes for staff and students
- To develop opportunities for income generation by providing specialist training for the local community
- To devise a training needs analysis for training
- To deliver a consistent programme of essential training

## **9. Conclusion**

The training and development strategy sets out the priorities for LSW to provide a well-trained motivated and safe workforce.

## Appendix one

### New Induction Training 2013 – As of the 1<sup>st</sup> June 2013

#### DAY 1

Time	Subject	Tutor
0830	Arrival and Photos for I.D. badges	PT&D Team
0850	Introduction and welcome from CEO	CEO or Desig Dir
0900	Human Resources Dept info	HR Rep
1000	REST BREAK	
1015	Customer care	IG team
1045	Unions Brief	Union Rep
1100	Risk Management	RM Team
1115	Fire Awareness	S Wick
1145	Manual Handling of Loads	PT&D Team
1230	LUNCH BREAK	
1300	Safeguarding Children	B Allis
1330	Infection Prevention & control	ICP Team
1415	REST BREAK	
1430	Information Governance	IG Team
1500	Clinical Record Keeping	PT&D Team
1545	Safeguarding Adult Introduction	PT&D Team
1600	End	

#### DAY 2

0830	Adult Basic Life Support /AED/Anaphylaxis	A Field
1200	LUNCH BREAK	
1230	Conflict Resolution Training	K Shorthouse/ D Dodd
1445	REST BREAK	
1500	Breakaway Skills	K Shorthouse/ D Dodd
1700	END	

**DAY 3**

0900	Practical Patient Handling Basic Skills	M Beer
1215	LUNCH BREAK	
1300	Practical Patient Handling Complex Skills	M Beer
1600	END	

**DAY 4**

0930	EPEX Training	BI Team
1600	END	

## Appendix Two

### Revised Mandatory training

#### Course NC1 (Non Clinical) yearly

All porters - Admin staff- catering staff

Domestics-Ward clerks

Customer Care

0900-0930

#### Lesson Plans

TBC

Fire Awareness

0930-1000

Steve Wick

Infection Control & Prevention

1000-1030

ICP Team

BREAK

Diversity

1045-1115

Nic White/Paul O'Shea

Safeguarding Children

1115-1145

Belinda Allis

Information Governance

1145-1215

Kevin Agnew

LUNCH

Manual Handling of Loads

1245-1345

Kevin Agnew

Safeguarding Adults update

1345-1445

Nic White/Paul O'Shea

BREAK

BLS & Choking if req

1500-1700

Andy Field

#### Course NC5      2 yearly

Non Clinical staff if required

CRT & Breakaway

0900-1330

Kym Shorthouse /David Dodd

**Course C2 (Clinical) yearly**

All other staff

		Lesson Plans
Customer Care	0900-0930	TBC
Fire Awareness	0930-1000	Steve Wick
Infection Control & Prevention	1000-1030	ICP Team
BREAK		
Safeguarding Children	1045-1115	Belinda Allis
Manual Handling of Loads	1115-1200	Kevin Agnew/Marilyn Beer
LUNCH		
Clinical Record Keeping inc I.G	1230-1330	Kym Shorthouse
Diversity	1330-1400	Nic White/Paul Shea
BREAK		
Safeguarding Adults Update	1415-1515	Nic White/Paul Shea
BLS/AED/Anaphylaxis	1515-1700	Andy field

**Course C3            2 yearly**

All staff requiring what was the 2B

CRT & Breakaway	0900-1330	Kym Shorthouse /David Dodd
Basic Patient Handling	1400-1700	Marilyn Beer

**Course C4            2 yearly**

All staff requiring what was the 2C

Complex Patient Handling	0900-1200	Marilyn Beer
CRT & Breakaway	1230-1700	Kym Shorthouse /David Dodd