



Review Sheet



Last Reviewed
31 Mar '21



Last Amended
31 Mar '21



Next Planned Review in 12 months, or
sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Best practice

Were changes made?

Yes

Summary:

This policy will support a service with the induction and onboarding of new staff and provides a suite of documents to support in this process. The policy has been updated with the Statement of Main Terms and Conditions of Employment removed; this can now be found in the Staff Contracts Policy and Procedure. A new IT requirements Form has also been added to support with the completion of the Data Security and Protection Toolkit submission. References have also been updated to ensure they remain current.

Relevant legislation:

- Equality Act 2010
- Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Safeguarding Vulnerable Groups Act 2006

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: RCN, (2016), *First Steps*. [Online] Available from: <https://rcni.com/hosted-content/rcn/first-steps/first-steps-health-care-assistants> [Accessed: 31/3/2021]
- Author: SCIE, (2012), *Understanding common induction*. [Online] Available from: <https://www.scie.org.uk/workforce/induction/planning.asp> [Accessed: 31/3/2021]
- Author: SCIE, (2020), *Inducting staff - the Care Certificate*. [Online] Available from: <https://www.skillsforcare.org.uk/Learning-development/inducting-staff/inducting-staff.aspx> [Accessed: 31/3/2021]
- Author: Home Office, (2020), *Right to Work Checklist*. [Online] Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/90484/Right-to-Work-Checklist.pdf [Accessed: 31/3/2021]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Ensure the policy is discussed in planned supervision sessions with relevant staff
- Ensure relevant staff are aware of the content of the whole policy

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

- 1.1** To set the standards of induction expected for new staff who are recruited, relocated or transferred to work at Inspiring Aspirations Plus Ltd T/A Inspiring Support.
- 1.2** To establish the role-specific knowledge and competencies that need to be achieved in a timely manner, so that staff can integrate and become productive members of Inspiring Aspirations Plus Ltd T/A Inspiring Support.
- 1.3** To comply with legislation, regulation and best practice standards.
- 1.4** To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

- 1.5** To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:
- | Equality Act 2010
 - | Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
 - | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - | Health and Safety at Work etc. Act 1974
 - | Management of Health and Safety at Work Regulations 1999
 - | Safeguarding Vulnerable Groups Act 2006



2. Scope

- 2.1** The following roles may be affected by this policy:
- | All staff
- 2.2** The following Service Users may be affected by this policy:
- | Service Users
- 2.3** The following stakeholders may be affected by this policy:
- | Commissioners



3. Objectives

- 3.1** To recognise the importance of providing individuals who are joining, transferring or relocating to Inspiring Aspirations Plus Ltd T/A Inspiring Support with a suitable structured induction programme as well as mandatory and statutory training that they are required to complete.
- 3.2** To ensure that all staff are clear about the requirements of their role and have an overall understanding of Inspiring Aspirations Plus Ltd T/A Inspiring Support and the expected ways of working within the service.



4. Policy

4.1 Inspiring Aspirations Plus Ltd T/A Inspiring Support is committed to applying equality to all stages of the induction process. Inspiring Aspirations Plus Ltd T/A Inspiring Support will have due regard for the need to eliminate unlawful discrimination, promote equality and opportunities for all and foster good relations between staff.

4.2 When a job has been offered, or a relocation or transfer agreed, an induction programme will be drawn up for use on commencement of the staff member's employment.

- | The programme will meet the standards of the Health and Social Care Act 2008 regulations 2014
- | All new members of staff, including trainees and all staff under 18, will successfully complete an induction programme within 12 weeks of appointment
- | Specific role induction resources will be available and integrated into the induction
- | New members of staff will not begin work until a DBS check is completed and returned

4.3 Accountability for completion of the induction, training and ongoing development lies with the individual member of staff. Jo Kerley (or a delegated other) will have an oversight of the compliance of all staff's mandatory and statutory training, as recorded on the training matrix, and manage accordingly any outstanding areas as part of the quality assurance programme.

4.4 All Inspiring Aspirations Plus Ltd T/A Inspiring Support staff involved in the induction of individuals will be suitably experienced, have appropriate knowledge and be competent in their role. Where required, staff will be offered relevant training in order to fulfil the duties required in relation to the induction of others.

4.5 It is the responsibility of the line manager to ensure that new staff are welcomed to the team and take part in an appropriate induction programme, although it is not expected that they will cover all elements personally. Jo Kerley will communicate with other staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support about any new staff who will be starting and completing their induction.



5. Procedure

5.1 The local induction programme will normally take place within the first 6 weeks of employment at Inspiring Aspirations Plus Ltd T/A Inspiring Support, whilst the general induction will take place within the first 3 months of employment.

The length and nature of the induction process will be tailored to the individual depending on the complexity of their role, the nature of the department, their degree of experience and whether or not they are a new or existing member of staff.

5.2 Induction Procedure

Before the new member of staff begins work, the manager or their delegate will ensure that:

- | A full induction programme is specified
- | A venue for the induction has been arranged
- | Sufficient uninterrupted time is available for adequate one-to-one training
- | Equipment and resources required during the induction have been prepared in advance

On appointment, the new member of staff will be issued with the relevant induction work manuals and an agreed schedule of completion, which will in all cases be no more than 12 weeks.

When the member of staff first reports for duty, the Line Manager (or a person delegated to the task), given sufficient time and knowledge to carry out the task, will greet them and introduce them to colleagues. An experienced member of staff will be allocated to new staff as a “buddy” or “mentor”, with the intention of providing a point for informal support during the introductory period. Where possible, the staff rota will be organised so that new staff and their 'buddy' or 'mentor' will be working together as much as possible, and alternative supervision arrangements made where the 'buddy' or 'mentor' is not on duty.

On the first day of employment, the Recruitment Policy and Procedure will be referred to, and the appropriate section of the Induction Record, which can be found in the Forms section of this policy, will be used to plan and control induction training.

Items in the Induction Record will be demonstrated to the new staff member, and when the new member is assessed as having understood each individual item, the demonstrator will sign off the demonstration and assessment columns. At the completion of induction, a review of understanding will be carried out and signed off if satisfactory.

If the full programme is not completed by the end of the available time, a further time will be agreed (within the next 2 days) for completion.

New staff will be coached to use the computer linked to the QCS system and given a personal ID and password. They will also be encouraged and supported to make full use of the QCS App.

5.3 Role-Specific Information

Care Staff - The Care Certificate

All employees joining Inspiring Aspirations Plus Ltd T/A Inspiring Support in a care role will be required to complete the Care Certificate in the first 12 weeks of their employment. Employees who do not successfully complete the Care Certificate within the first 12 weeks will have an additional opportunity to complete this over a further 12-week period.

Certificates which have been issued by other health and social care provider organisations will be accepted by Inspiring Aspirations Plus Ltd T/A Inspiring Support.

More information on the Care Certificate is available [here](#).

5.4 The line manager and 'buddies' or 'mentors' will use a blended approach to monitor the competence of new staff during induction and this will include the following means:

- | **Self-evaluation** - Ask the person to describe how they think they are progressing
- | **Observation** - Direct observation of how the person is performing in their role
- | **Feedback** - From people who use the service and their close networks as well as colleagues
- | **Reflection** - Ask the person to reflect on an aspect of their work, usually a specific incident, and explain what they learned from it
- | **Questions** - To test the person's understanding of a topic in more depth
- | **Evidence** - Of accredited training in a particular area

Where concerns are identified by the mentor or buddy regarding the performance and competence of a new member of staff, this will be documented and reported in a timely manner to the line manager or Jo



Kerley.

5.5 Review and Evaluation

Jo Kerley (or a delegated other) is responsible for reviewing the induction to ensure that it remains fit for purpose and meets any changes to legislation, regulation or best practice recommendations.

Individual feedback will be sought from new members of staff and their 'buddies' during and on completion of the induction to identify if any changes need to be made.

The induction process will be recorded on the training matrix. The completion of and compliance with induction will be monitored as part of a continuous quality assurance monitoring programme at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

Induction and training will form the core agenda of team meetings and will be discussed as part of management meetings at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

5.6 Agency/Temporary Workers

Agency and temporary workers are entitled to a local induction at Inspiring Aspirations Plus Ltd T/A Inspiring Support and staff will refer to the Agency Staff Policy and Procedure.



6. Definitions

6.1 Local Induction

- Local induction refers to elements of induction that are specific to the role and/or team of the new employee

6.2 Statutory Training

- This type of training is usually required by law or where a statutory body has instructed an organisation to provide training on the basis of specific legislation (i.e. The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999)
- Employers often describe this as 'essential' or 'compulsory' training and it ensures that staff have the knowledge to maintain a healthy and safe working environment for themselves and their colleagues

6.3 Mandatory Training

- Mandatory training is obligatory or compulsory, required or commanded by an authority or organisation



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Inductions for Inspiring Aspirations Plus Ltd T/A Inspiring Support staff aim to be timely, organised, engaging and give a good first impression. Research suggests that delivering it in this way encourages and motivates staff to be 'on board' from day one
- Inductions include setting out the mission, vision, history, culture and values of Inspiring Aspirations Plus Ltd T/A Inspiring Support, whilst providing the skills needed and information about 'who's who' within the service
- Inductions are not just available for new staff but are also offered to staff who are changing job roles or returning to work after a long period of absence
- Inspiring Aspirations Plus Ltd T/A Inspiring Support has a core induction pack to enable all staff to experience a high standard of induction in order to achieve competence in their role



Key Facts - People affected by the service

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

- | All new staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support are provided with an induction by an experienced member of staff
- | During induction, staff are assessed to ensure that they are competent to carry out their role safely and to the high standard that Inspiring Aspirations Plus Ltd T/A Inspiring Support expects
- | You can be assured that the induction process in place is based on best practice recommendations and meets regulatory and legislative requirements
- | You are encouraged to discuss any aspects of the induction process or staff performance with Jo Kerley or a senior member of staff



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Skills for Care - Managing a Service:

<https://www.skillsforcare.org.uk/Leadership-management/managing-a-service/Managing-a-service.aspx>

SCIE - Induction:

<https://www.scie.org.uk/workforce/peoplemanagement/recruitment/induction/>

NHS Employers - Care Certificate:

<https://www.nhsemployers.org/your-workforce/plan/workforce-supply/education-and-training/care-certificate>



Outstanding Practice

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

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support focuses on supporting its staff through induction and ongoing training
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support offers a robust and comprehensive induction programme
- | Buddies and mentors support new staff to deliver support to Service Users with compassion, dignity and respect and they will assess this and report any concerns to their line manager
- | Feedback from staff, Service Users and stakeholders is positive in relation to induction and the competence of staff
- | Themed audits take place to review the quality and effectiveness of the induction process, any findings are acted upon and changes are embedded in practice
- | Staff responsible for mentoring or buddying new staff have the skills, knowledge and expertise to perform their role correctly, safely and competently
- | The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Notification Form (Payroll/Administration) - PR34	To be completed on the start day to notify Payroll/Administration.	QCS
Care Staff File Recruitment Checklist - PR34	Upon creation of a staff member's file to organise and ensure key information is available.	QCS
Authority to Pay Wages to Bank Account in a Different Name - PR34	To be completed on the start day.	QCS
Authority To Make Deductions From Wages - PR34	To be completed on the start day.	QCS
Induction Record - PR34	To be commenced on the start day. This document will need amending to reflect the induction programme at Inspiring Aspirations Plus Ltd T/A Inspiring Support.	QCS
Staff Allergy Confirmation Form - PR34	To identify staff allergies.	QCS
Onboarding Flowchart - PR34	A simple flowchart to guide staff on the onboarding process of new staff, adapt to local need.	QCS
Availability Form - PR34	During the recruitment process to capture the availability of the person to complete care visits.	QCS
Letter Template - Successful Completion of Probationary Period - PR34	When an employee has successfully completed their probationary period.	QCS
Letter Template - Confirming Unsuccessful Completion of Probationary Period - PR34	When an employee has failed probation.	QCS
Letter Template - Extension of probationary period - PR34	When an employee's probationary period is extended further than the 12-week period.	QCS
IT Requirements Form - PR34	To be used during induction.	QCS

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Use this form to notify administration/payroll of the required details.

Personal Details	
Surname:	First name:
Address (including postcode):	
Email address:	
Tel. No:	Date of Birth:
Marital status:	Gender:
Position:	Start date:
Registered disabled: Yes / No (please circle)	If yes, reference number:
Position Details	
Shift type (please tick):	Days _ Nights _ Split _
Location:	
Pay type (please tick):	Hourly paid _ Salary paid _
Average weekly contract hours:	Hourly rate of pay:
Holiday Entitlement for full holiday year: five point six (5.6) weeks	Holiday Entitlement from start date to end of holiday year:
Any other benefits applicable:	
Due date for first payment:	
Role specific considerations (e.g. professional registration details):	
Emergency Contact Details	
Name:	Address:
Tel. No:	Relationship:

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Notification to Payroll/Administration (continued)

Bank Details	
Account Name:	
Account Number:	
Sort Code:	
B/s Roll Number:	

P45 DETAILS (Please Attach P45 with Notification Form)			
NI Number:		NI Category:	
Tax Code:		Month/Week 1:	YES / NO
Gross Pay TD:		Tax Paid TD:	

Cascade Information Line			
This employee receives info from:		And gives info to:	

Authorisation Signatures			
Employee:		Date:	
Administration:		Date:	
Registered Manager:		Date:	

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Name of Staff	
Job Role	
Start Date	

This data will be held in line with the Data Protection Act 2018 and GDPR requirements and documents will be stored and archived in line with our retention policy.

Care Staff File Section		Document		Date Completed
1.	New Starter	1.1	Photo ID (e.g. passport, driving licence)	
		1.2	Right to Work (Follow the Home Office Checklist)	
		1.3	Proof of Address (e.g. utility bill, council tax statement)	
		1.4	Driving Licence, Car Insurance, MOT and Tax where required	
		1.5	Company ID badge	
		1.6	Proof of NI number	
		1.7	Tax Form	

2.	Application Form	2.1	Completed Application Form	
		2.2	Privacy Notice/Consent	
		2.3	Working Time Regulation	
		2.4	Rehabilitation of Offenders	
		2.5	Curriculum Vitae	
		2.6	Full Work History	

Care Staff File Section		Document		Date Completed
3.	Recruitment & Selection	3.1	Record of Interview & Interview Documents	
		3.2	Availability Form & Requested Hours	
		3.3	Job Description	
		3.4	References x 2 (including previous employment)	
		3.5	Reference Character (if applicable)	
		3.6	Signed Copy of Employment Contract	
		3.7	DBS Confirmation	
		3.8	Fit for Work (if applicable)	

4.	Onboarding	4.1	Staff Handbook signed	
		4.2	Staff Phone Contract signed (where required)	
		4.3	Staff Allergy Confirmation Form (where required)	
		4.4	Pre-Start Review	
		4.5	Care Certificate	
		4.6	First Shift Review	
		4.7	Probationary Spot Check	
		4.8	Probationary Supervision	
		4.9	12 Week Probationary Review	
		4.10	Medication Competency Sign Off	

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Staff File Section		Document		Date Completed
5.	Performance	5.1	Appraisal	
		5.2	Supervision	
		5.3	Spot check	
		5.4	Team Meeting	
		5.5	Informal Discussions	
		5.6	Evidence of Clinical Supervision (if applicable)	
		5.7	General Communications	

6.	Recognition	6.1	Compliments	
		6.2	Awards	
		6.3	Recommendations	

7.	Training	7.1	Care Induction	
		7.2	Safeguarding	
		7.3	Moving & Handling	
		7.4	First Aid	
		7.5	Health & Safety (including COSHH)	
		7.6	Medication Management	
		7.7	Fire Safety	
		7.8	Infection Control	
		7.9	Food Hygiene	
		7.10	Nutrition & Hydration	
		7.11	Dementia Awareness	
		7.12	Mental Capacity Act	
		7.13	Miscellaneous Training (Data Protection)	

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Staff File Section		Document		Date Completed
8.	Development	8.1	NVQ 2/3 (if applicable)	
		8.2	Specialist Training	
		8.3	Service User Specific Training	

9.	HR	9.1	Annual Leave Records	
		9.2	Investigation Notes & Outcomes	
		9.3	Medical Notes	
		9.4	Return to Work Forms	
		9.5	Risk assessments (if applicable, for night, pregnant workers, young person etc.)	

Staff file initial set up completion statement:	I can confirm all required documentation is present and the relevant skills and renewal dates, where applicable, have been added/updated. This employee is compliant to begin care work		
Completed by (print name):		Date:	
Signature:			
Authorised Statement:	I can confirm I have reviewed the contents of the staff file to ensure accuracy and am happy to approve its initial set up completion		
Authorised by (print name):		Date:	
Signature:			

In accordance with money laundering regulations, where an employee requires payment of wages into a bank account which is not in their own name as recorded in the personnel file, their explanation and authority is required. The Registered Manager must assess whether the request and the explanation is reasonable and does not appear to be connected with money laundering (concealment of sources of income).

Accounts with the same surname but different initials (e.g. spouse/partner situations) do not require certification/explanation.

Any explanation recorded below will be kept fully confidential.

Name:		Date:	
Bank Details - Sort Code:			
Bank Details - Account Number:			
Bank Details - Name on Account:			
Explanation for name on account differing from my name:			
Signed:		Date:	
Approved by (Manager):			

Inspiring Aspirations Plus Ltd T/A Inspiring Support

I, **[insert employee name]**, accept and agree that the following are express written terms of my Contract of Employment and as stated in the Staff Handbook, which I have read and understood.
 The following extracts, reproduced from the relevant Policies and Procedures, set down the circumstances, wherein my employer is authorised to make deductions from my wages.

<p>Annual Holidays</p>
<p>If the holiday is approved, you are reminded that if you leave employment with this employer having taken holidays in excess of your accrued entitlement, the excess will be reclaimed and deducted from your wages. In the event that the excess owed exceeds the wages owed, you will refund the difference to the employer.</p>
<p>Uniforms</p>
<p>We will purchase appropriate uniforms for your use if required by the client. All uniforms will be returned on leaving, and where uniforms are not returned in reasonable condition, a charge will be made to cover the cost of replacement.</p>
<p>Equipment</p>
<p>If, as a result of your carelessness or negligence, we and/or our customers, suffer loss or damage to work equipment (including vehicles), this will be construed as a serious breach of the rules. Where this is construed as particularly serious then this may render you liable to pay the full or part of the cost of repair or replacement, or insurance excess if appropriate. If you fail to pay, we reserve the right to deduct the costs from your pay.</p>
<p>Leaving Without Working Notice</p>
<p>If, on leaving Inspiring Aspirations Plus Ltd T/A Inspiring Support, for whatever reason, you fail to work your full contractual notice without the organisation’s prior agreement, an amount equal to the additional cost of covering your duties for the period not worked may be deducted from any final monies due to you.</p>
<p>Return Of Inspiring Aspirations Plus Ltd T/A Inspiring Support Equipment</p>
<p>If, on leaving Inspiring Aspirations Plus Ltd T/A Inspiring Support, for whatever reason, you fail to return any organisation equipment/property that may have been entrusted to you during your employment, at least two working days prior to your official leaving date, an amount equal to the cost of the property/equipment will be deducted from any final monies due to you.</p>
<p>Loans/Advances</p>
<p>Loans and advances will be made in accordance with the policy covering such matters, and Inspiring Aspirations Plus Ltd T/A Inspiring Support has authority to deduct the agreed schedule of repayments from your wages, or the full balance owed on termination.</p>
<p>Training Cost Recovery</p>
<p>PR35 - Training Policy and Procedure states the policy of Inspiring Aspirations Plus Ltd T/A Inspiring Support on recovery of training costs if an employee leaves within a certain period of Inspiring Aspirations Plus Ltd T/A Inspiring Support incurring the cost. You will be reminded of this potential liability on each occasion when you apply for training for which the organisation incurs costs, and told what the liability may be, and the time periods to which it applies.</p>

Fines			
<p>If you incur any fines for parking or other motoring offences, you will be personally accountable for the payment of such fines. Fixed penalty notices incurred while using Inspiring Aspirations Plus Ltd T/A Inspiring Support vehicle(s) are normally reported directly to us by the authorities. We reserve the right to pay such fixed penalties on your behalf and deduct the cost from your wages or salary.</p>			
Accommodation			
<p>Where accommodation is provided by Inspiring Aspirations Plus Ltd T/A Inspiring Support, a charge will be made from wages due in accordance with the letter of agreement in respect of the accommodation.</p>			
Employee Statement			
<p>I further understand that, on any occasion when my employer intends to implement one or more of the above conditions, I will receive written notification of that fact and a statement of the amount to be deducted. I hereby give my written consent for my employer to make deductions, in any of the circumstances described.</p>			
Name:		Date:	
Signature:			
Witnessed on behalf of Inspiring Aspirations Plus Ltd T/A Inspiring Support:			
Name:		Date:	
Signature:			

This page must be completed, signed, then removed and returned to your manager.

Induction For All New Staff - Guidelines for completion of the record

This induction checklist has been designed to offer the new member of staff the opportunity to receive an introduction into Inspiring Aspirations Plus Ltd T/A Inspiring Support, their role and responsibilities and to highlight the expectations of them.

An induction process such as the following, must never be seen as a tick list but as a prompt to guide all staff involved to deliver information in the vital areas covered. This format will be adapted to include any additional areas deemed necessary for a robust induction at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

Responsibility for its completion lies with the new member of staff. Line managers will also assume responsibility by providing resources and time to allow the induction to be fully complete. Mentors/buddies and assigned members of staff will deliver information competently, ascertain their understanding and guide the new member of staff. However, that new member must be able to achieve competence and knowledge to do their job well at the end of the induction and this will be reviewed by the Manager.

Suitably competent members of staff will be assigned to deliver the required information within each part of the induction. They will be provided with guidance and training in order to deliver their role with competence and knowledge.

Different department members of staff may be required to act as mentors for completing the defined sections of the Induction Record.

The mentor/buddy/assigned member of staff signs when information has been delivered, the new member of staff needs to sign the assessment box to demonstrate they accept they have received a sufficient amount of knowledge.

Some areas of the induction are likely to be covered within the initial mandatory training offered at Inspiring Aspirations Plus Ltd T/A Inspiring Support. In these instances, the trainer will date and sign that this has been achieved in the relevant boxes.

The notes, comments and observations section will be used to individually evaluate the progress of the new member of staff, or to prompt the mentor/buddy of outstanding areas that need to be inducted. It can also be used to evidence why a certain part of the induction could not be completed as well as highlighting the types of ways induction was delivered, e.g. face to face training, supervision, team meetings, etc.

Staff responsible for the induction of the new member of staff will immediately report any concerns around performance and capability to their line manager.

This induction can be adjusted to meet further needs of new staff and following any feedback. All parties involved in the induction of new staff will be provided the opportunity to offer suggestions and improvements to the induction format within Inspiring Aspirations Plus Ltd T/A Inspiring Support.

Induction For All New Staff

Start Date:		Induction completion date:		
Staff Name:				
To Be Completed On The First Day				
	Date achieved:	Information delivered by:	New Staff signature:	Notes, comments & observations
Induction Plan and time scales				
Training needs, opportunities, learning styles and delivery methods				
Philosophy and Principles of Care				
History and future of Inspiring Aspirations Plus Ltd T/A Inspiring Support				
Inspiring Aspirations Plus Ltd T/A Inspiring Support organisational structure				
Key staff, Stakeholders, etc.				
Culture and values of Inspiring Aspirations Plus Ltd T/A Inspiring Support to include equal opportunities, inclusion and recognising diversity				
Your contribution, expectations and specific job role				
Key policies – Safeguarding,				

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Whistleblowing, other (detail)				
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Staff Name:		Date:
Tour of Inspiring Aspirations Plus Ltd T/A Inspiring Support For Office Based Staff - Complete on day 1		
	Safety and Security	Human Resources
<ul style="list-style-type: none"> • Office • Kitchen • Staff room <p>To include:</p> <ul style="list-style-type: none"> • Introductions to staff • Key Routines • Staff notice boards • Team building/events 	<ul style="list-style-type: none"> • Fire procedures • Fire exits • Security procedures • Health and Safety accountability • Risk assessment process • COSHH • Accident reporting and RIDDOR • Infection control (PPE, Handwashing, waste disposal) • First aid procedures • Moving and Handling loads • Location of emergency equipment • Staff emergency contacts and routines • Safe use of equipment and manufacturer’s instructions 	<ul style="list-style-type: none"> • Statement of terms and conditions • Wages, pensions and payment • Holidays/days off • Absenteeism/sickness process • Visit rotas/On-call • Job description • Meals and breaks • Staff Handbook • Uniform policy and badges • Access to personal data (Employee data protection) • Equipment – mobile phones, company vehicles • Expense payments • DSE risk assessment • Access to QCS App • Discipline, Grievance & Complaints • Performance review system • Transport and parking • Smoking and alcohol
Tour delivered by:	Information delivered by:	Information delivered by:
New Staff signature:	New Staff signature:	New Staff signature:
Date achieved:	Date achieved:	Date achieved:
Notes, comments, observations:	Notes, comments, observations:	Notes, comments, observations:

Staff Name:		Date:
Training and Development	Living the Values	Inspiring Aspirations Plus Ltd T/A Inspiring Support Rules, Policies and Procedures
<ul style="list-style-type: none"> • Appraisal and supervision process • Investors in people • RQF qualifications • Other, Detail: 	<ul style="list-style-type: none"> • Privacy, dignity, choice • Independence and rights • Fulfilment and meaningful lives • Communication • Choice and risk taking • Recognition of cultural and spiritual needs • Freedom to express emotions 	<ul style="list-style-type: none"> • Duty of Candour • Professional boundaries and professionalism • Codes of Conduct • GDPR • Mental Capacity • Role of the regulators • Restrictions, restraint, Deprivation of Liberty, Safeguarding • Confidentiality and Data Protection • Audit process
Information delivered by:	Information delivered by:	Information delivered by:
New Staff signature:	New Staff signature:	New Staff signature:
Date achieved:	Date achieved:	Date achieved:
Notes, comments, observations:	Notes, comments, observations:	Notes, comments, observations:

Staff Name:		Date:
Team Approaches	Mandatory/Statutory Training Achieved During Induction	Date Achieved:
<ul style="list-style-type: none"> • General routines with senior staff members • AR62 - Access to People'sHomes Policy and Procedure • Admissions, discharges and transfers • Role of the keyworker (if applicable to role) • Responsibilities and accountability • Communication systems • Appreciating cultural and colleague individuality • Key contact details for suppliers, GP, pharmacists, CQC, • Safeguarding • Whistleblowing • Professional Boundaries • Gifts and Wills Policy • Taking and relaying messages • Meetings • Record keeping 	<ul style="list-style-type: none"> • COSHH YES / NO / N/A • Safeguarding YES / NO / N/A • Moving and Handling YES / NO / N/A • Health and Safety YES / NO / N/A • Fire Safety YES / NO / N/A • Fire Drill YES / NO / N/A • First Aid YES / NO / N/A • Equality and diversity YES / NO / N/A • Infection Control YES / NO / N/A • Food Hygiene YES / NO / N/A • Mental Capacity Act YES / NO / N/A • Deprivation of Liberty Safeguards YES / NO / N/A • Data Protection YES / NO / N/A • Other: 	
Information delivered by:		Other induction documents completed:
		Induction for care staff YES / NO
		Date completed:
New staff signature:		Care Certificate YES / NO / N/A
		(evidence seen of previous completion)
		Date completed:
Date achieved:		Other? Please detail:
Full induction review and outcome:		
Managers signature and date completed:		

Induction for Care and Support Staff

Staff Name:		Date:
Choice, Abilities & Preferences	Personal Care	Assisting with Diet and Nutrition
<ul style="list-style-type: none"> • Service User routine • Supporting activities and relationships • Choice of carer 	<ul style="list-style-type: none"> • Personal hygiene • Bed making • Care of linen and towels • Shaving • Oral hygiene • Care of hair • Care of hands and feet • Care of skin • Pressure prevention and aids • Specialist equipment – beds/cushions • Bed rails and bumpers • Hoists and slings • Moving and Handling Service Users • Safe use of wheelchairs • Bathing/showering/cared for in bed • Care of glasses/hearing aids • Care of clothing & personal belongings 	<ul style="list-style-type: none"> • Choice • Presentation • Promoting independence • Diet type, e.g. cultural/religious • Modified diet • Aids to support independence • Nutrition and fluid monitoring • Promoting a positive eating experience • Supporting Service Users that require assistance • MUST tool and Nutrition Care Plan • Reporting concerns
Demonstrated and assessed by:	Demonstrated and assessed by:	Demonstrated and assessed by:
Deemed competent (New staff to sign):	Deemed competent (New staff to sign):	Deemed competent (New staff to sign):
Date achieved:	Date achieved:	Date achieved:
Notes, comments, observations:	Notes, comments, observations:	Notes, comments, observations:

Staff Name:		Date:
Care Plans	Medication	Infection Control
<ul style="list-style-type: none"> • Responding to changing needs • Person-centred Care Planning and risk assessment at Inspiring Aspirations Plus Ltd T/A Inspiring Support • Planning with Service Users and/or representatives • Reviews • Multidisciplinary meetings & partnership working 	<ul style="list-style-type: none"> • Medication suite of policies and procedures • Medication ordering, and disposal • Knowledge of safe medication administration practices • Side effects of medication • Management of errors, near misses and discrepancies 	<ul style="list-style-type: none"> • Handwashing • Personal Protective Equipment (PPE) • MRSA, Clostridium Difficile, etc. • Infection control policies and procedures
Information delivered by:	Information delivered by:	Information delivered by:
Deemed competent (New staff to sign):	Deemed competent (New staff to sign):	Deemed competent (New staff to sign):
Date achieved:	Date achieved:	Date achieved:
Notes, comments, observations:	Notes, comments, observations:	Notes, comments, observations:

Staff Name:		Date:
Mental Health	Therapy and Rehabilitation	Physical and Medical Conditions
<ul style="list-style-type: none"> • Mental Capacity Act and Deprivation of Liberty Safeguards • Managing behaviours that may challenge • Dementia • Knowledge of therapies and interventions to meet fluctuating needs • Psychological changes • Bereavement and loss 	<ul style="list-style-type: none"> • Physiotherapists • Occupational Therapy • Speech and Language Therapy • Chiropodist • Dietician • Positioning Service Users • Maintenance/cleaning • Hoists 	<ul style="list-style-type: none"> • Epilepsy • Diabetes • Falls Management • Multiple Sclerosis • Cerebral Palsy • Spinal injury • Parkinson's condition • Arthritis • Acquired Brain Injuries • Cardiovascular events • Sensory loss • Continence and catheter care • Palliative care
Information delivered by:	Information delivered by:	Information delivered by:
Deemed competent (New staff to sign):	Deemed competent (New staff to sign):	Deemed competent (New staff to sign):
Date achieved:	Date achieved:	Date achieved:
Notes, comments, observations:	Notes, comments, observations:	Notes, comments, observations:
<p>Full induction review and outcome:</p> <p>Managers signature and date completed:</p>		

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Staff Name:			Date:	
Area Identified	Action Required	Responsible Person	Review and Progress	Signature and Date When Complete

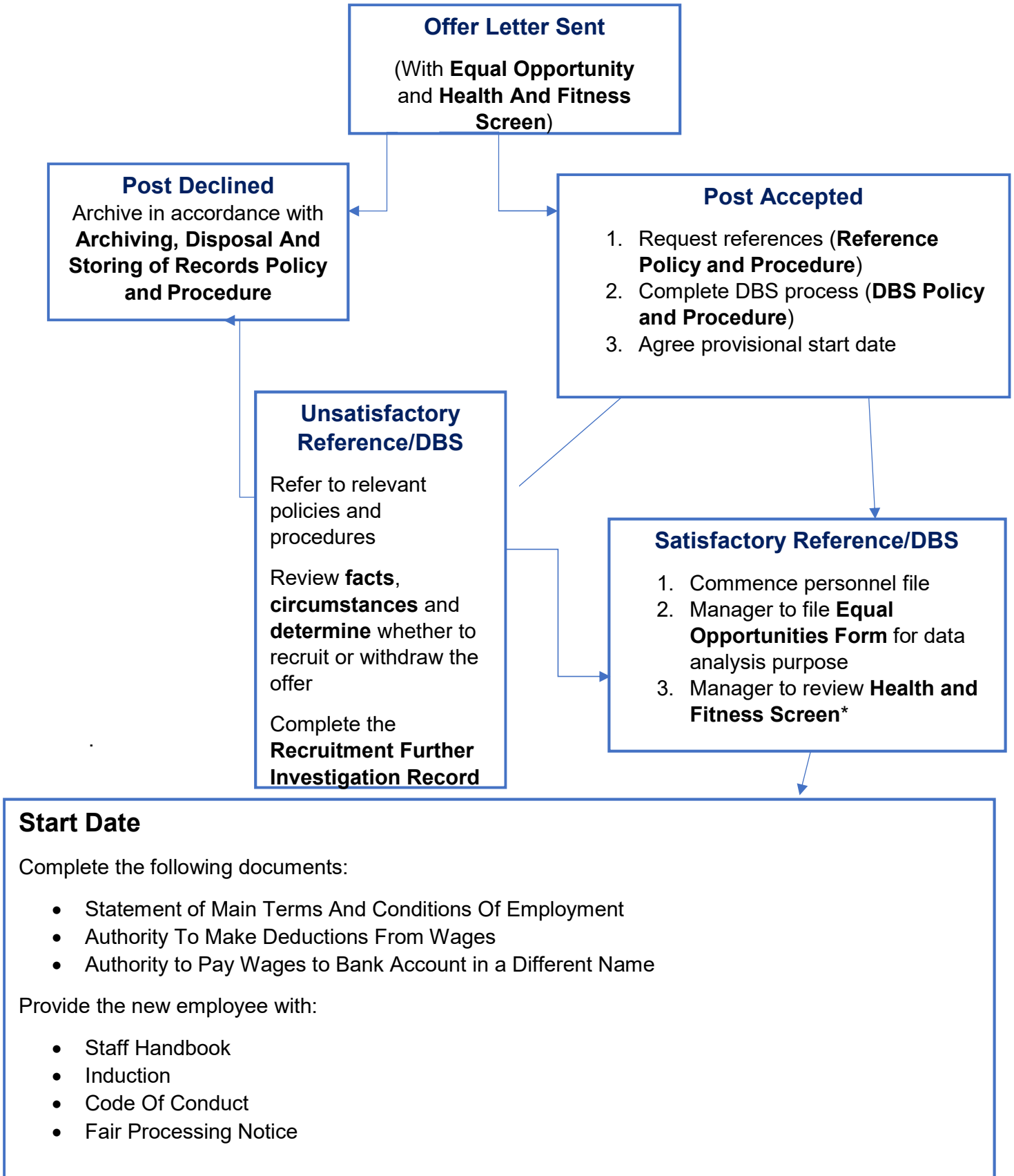
Three-Month Employment Review	
Staff Name:	
Start Date:	
Date of Review:	
Check that all documentation is complete and add comments here:	
For the following areas please grade each section from 1-4 (1 poor, 2 below average, 3 good and 4 excellent) and explain your reason for the scoring.	
Progress in training/induction 1 2 3 4	Overall work performance 1 2 3 4
Attendance performance 1 2 3 4	Team-working performance 1 2 3 4
Recommended for further period of review YES / NO	
State reasons, and period of review:	
Sign and date (Staff):	
Sign and date (Reviewer):	
Sign and date (Manager):	

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Name of Staff Member:		
Job Title:		
Line Manager:		
Do you have any known allergies?		Yes / No <i>If yes, please detail your allergy information below</i>
Confirmed Allergy <i>(e.g. Peanuts, eggs, latex etc.)</i>	Symptoms <i>(please describe and specify if mild or serious)</i>	Required Medical Response <i>(e.g. EpiPen etc.)</i>
Do you require any medications to manage your allergy?		Yes/ No <i>If yes, please detail medication information where required</i>
I confirm the information I have given reflects my current allergy status and will inform Inspiring Aspirations Plus Ltd T/A Inspiring Support if this changes in any way.		
Signed:		
Print Name:		
Date:		
Action to be taken by Inspiring Aspirations Plus Ltd T/A Inspiring Support:		
Signed by Inspiring Aspirations Plus Ltd T/A Inspiring Support Representative:		
Print Name:		
Date:		



Onboarding Flowchart



Inspiring Aspirations Plus Ltd T/A Inspiring Support

Please indicate below the hours you are available to work for Inspiring Aspirations Plus Ltd T/A Inspiring Support across the working week. Multiple time slots can be indicated across one working day if a break is required.

I am available to work the following days and times at Inspiring Aspirations Plus Ltd T/A Inspiring Support:

Name:							
Job Role:							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start Time:							
End Time:							
Start Time:							
End Time:							
Signature:							
Date:							

If there are changes to the original availability, please indicate below - a manager must approve these changes:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start Time:							
End Time:							
Comments							
Manager's Name:							
Manager's Signature:						Date:	
Employee's Name:							
Employee's Signature:						Date:	

Inspiring Aspirations Plus Ltd T/A Inspiring Support

[on headed notepaper of Inspiring Aspirations Plus Ltd T/A Inspiring Support]

[Employee Name]
[Employee address]
[Date]

Dear **[Employee Name]**,

Re: Probationary Period

I write further to the above matter and your meeting with **[name]** on **[date]**. As confirmed in that meeting, you have passed your probationary period with Inspiring Aspirations Plus Ltd T/A Inspiring Support.

I would like to take this opportunity to congratulate you on this achievement and we look forward to your long career with Inspiring Aspirations Plus Ltd T/A Inspiring Support.

Yours sincerely,

[Name]

On behalf of Inspiring Aspirations Plus Ltd T/A Inspiring Support

****NB:** only where you have written authority or a contractual right to so do.

This is a precedent letter and for general guidance only. You must ensure that you complete all the missing information where indicated within the square brackets or delete as appropriate. If you are unsure about any matters referred to within this letter, it is recommended that you seek legal advice.

[on headed notepaper of Inspiring Aspirations Plus Ltd T/A Inspiring Support]

[Employee Name]
[Employee address]
[Date]

Dear [Employee Name],

Re: Probationary Period

I write further to the above matter and your meeting with [name] on [date]. As confirmed in that meeting, you have not passed your probationary period and, as a result, your employment will be terminated with immediate effect.

You will be paid [number] weeks' salary in accordance with your notice period under your contract of employment **[to be paid in lieu of you being required to work your notice period in accordance with clause [number] of your contract of employment]**. For the avoidance of doubt, you will not be required to work your notice period.

You have accrued [number] days holiday from [date] to your leaving date, you have to date taken a total of [number] days holiday, **[leaving you with [number] day(s) remaining.] OR [meaning that there are no outstanding holidays due and owing to you.] OR [which means that you have taken [number] days more than your entitlement. The Company will, therefore, make a deduction** from your final salary to repay the sums owed to the Company.]**

I confirm your final pay date will be [date], where you will be paid for your remaining accrued salary, outstanding holiday(s) where applicable, and the payment in lieu of notice. Your P45 will be issued after that date. If you have any queries regarding your salary, please do not hesitate to contact me.

I would like to take this opportunity to wish you well for the future.

Yours sincerely,

[Name]

On behalf of Inspiring Aspirations Plus Ltd T/A Inspiring Support

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Inspiring Aspirations Plus Ltd T/A Inspiring Support

[on headed notepaper of Inspiring Aspirations Plus Ltd T/A Inspiring Support]

[Employee Name]
[Employee address]
[Date]

Dear [Employee Name],

Re: Probationary Period Extension

I write further to the above matter and your meeting with [name] on [date]. As confirmed in that meeting, your probationary period has been extended for a further [number] weeks to end on [date]. [Name] will liaise with you during this period as your performance continues to be reviewed and monitored. If you have any questions relating to this please contact me to discuss these further.
Yours sincerely,

[Name]
On behalf of Inspiring Aspirations Plus Ltd T/A Inspiring Support

****NB:** only where you have written authority or a contractual right to so do.

This is a precedent letter and for general guidance only. You must ensure that you complete all the missing information where indicated within the square brackets or delete as appropriate. If you are unsure about any matters referred to within this letter, it is recommended that you seek legal advice.

Inspiring Aspirations Plus Ltd T/A Inspiring Support

New Starter / Change of Role				
Name:				
Current Role:		New Role:		
Location:		Request (Circle)	Routine	Urgent

Requirements	Yes	No	N/A	
Mobile Phone:				
Laptop:				
Tablet Device:				
Organisational email account(s):				
QCS App set up (Circle below):				
Dom Care	Supported Living	Residential	GP	Dentist
Other IT requirements (Specify): (If equipment is issued then forms in the Computer, Email and Internet Usage Policy and Procedure / Mobile Phone Use Policy and Procedure should also be used)				

Inspiring Aspirations Plus Ltd T/A Inspiring Support

Leaver / Suspension of Access Notification				
Name:		Role:		
Effective Leave Date:		Request (Circle)	Routine	Urgent
Suspension of IT access	Yes	No	Reason:	

Requirements		Yes	No	N/A
Mobile Phone	Date returned:			
Action required:				

Laptop / Tablet Device	Date returned:			
Action required:				

Organisation Email Accounts	Access removed			
	Emails redirected			
Action required:				

QCS App	Access removed			
	Account Archived			
Action required:				

Additional Storage devices	DATA Removed			
	DATA Archived			
Action required:				

Other IT requirements (Specify)

Name (Print):		Priority:	Routine	Urgent
Signed:		Date:		