

OP09 *Training and Development for Carers*

1. Policy Statement

- 1.1 Shared Lives South West recognise that training and development is essential for ensuring that Shared Lives Carers have the necessary skills and knowledge to provide safe and effective placements for the individuals we support.

2. Approach to Training

- 2.1 Shared Lives South West will develop and deliver in-house training that is reflective of the unique requirements of providing Shared Lives placements, offered free of charge to all Carers to ensure financial considerations are not a barrier to Carer development.
- 2.2 Registered managers and Shared Lives coordinators will be trained and supported to deliver in-house training as part of their roles.
- 2.3 Where training cannot be delivered in-house, external providers will be appointed or signposted to, and Carers will be notified of any requirements to pay towards this training.
- 2.4 Where possible and appropriate, training will be provided prior to being approved as a Shared Lives Carer, to give potential Carers a greater insight into the role and to provide the scheme with an opportunity to interact further with the potential carer during the assessment process.
- 2.5 All training provided will be continuously reviewed to ensure it meets legislative requirements, such as the Care Act 2014 and subsequent CQC regulations, as well as best practice from Shared Lives Plus and other relevant organisations. In addition, the training provided will be mapped to the Care Certificate.
- 2.6 Shared Lives South West acknowledges and promotes the shared responsibility between the scheme and the Carers for their continuing development. As such, Shared Lives Carers are responsible for ensuring their personal training record is an accurate reflection of their knowledge and competence.

3. In-house Training Progress

- 3.1 Shared Lives South West provides the following in-house training, which is mandatory for all main and joint Carers:
- Safeguarding Adults
 - Mental Capacity Act

- Health & Safety
- Medication
- Oliver McGowan
- Equality, Diversity and Inclusion

3.2 Shared Lives may require Carers to do additional training, which might be mandatory or additional.

3.3 New Carers are ordinarily expected to complete the following core training prior to approval:

- Safeguarding Adults
- Mental Capacity Act
- Health & Safety
- Medication
- Oliver McGowan
- Equality and Diversity

After panel approval, additional courses should be completed, including:

- Fluid and Nutrition
- Working in a Person-Centred Way
- Safeguarding Children (Level 2) (subject to requiring it)
- Communication
- Infection Control
- Handling Information (Data Security Awareness Level 1)
- Privacy and Dignity

3.4 Support Carers working in a formal capacity are required to undertake the following training:

- Safeguarding Adults
- Mental Capacity Act
- Oliver McGowan
- Health & Safety
- Medication
- Equality and Diversity

They may also attend any other in-house training at their discretion.

3.5 Carers and Support Carers are not paid to attend training courses and cannot claim expenses for travel or related expenditures.

3.6 All mandatory in-house training listed above (see 3.1) must be refreshed at least every 3 years. This includes Safeguarding Adults, Mental Capacity Act, Health & Safety, Medication, Oliver McGowan training, and Equality, Diversity and Inclusion. Shared Lives South West will monitor training compliance and notify Carers when updates are due.

4. External Training

- 4.1 As well as in-house training, all Carers and Support Carers are required to attend first aid training with an external provider, the cost of the first aid training is met by the Carer.
- 4.2 Any Carer approved to provide 'Home from Hospital' support is required to attend suitable manual handling training.
- 4.3 Carers are required to evidence attendance at external training through the provision of training certificates. Certificates (or copies) can be sent via post to the office, shown to Shared Lives South West staff during visits, or emailed in electronic form.
- 4.4 Where there are questions regarding the suitability or validity of external training certificates, the Registered Manager will make the final decision as to whether the Carer has met their training requirements.

5. Non-Compulsory Training

- 5.1 Upon matching, discussions will be held to ascertain whether any additional training is required for the Carer in order to support that individual. Any additional training can be sourced by the Carer themselves, or they may request assistance from Shared Lives South West staff.
- 5.2 Shared Lives South West has a budget to support Shared Lives Carers with training that is deemed essential to their role. Use of this budget will be determined on a case-by-case basis.
- 5.3 Support Carers may undertake non-compulsory training if it is felt that it will be of value to the individuals they support. The cost for this training can be met through the Carer's respite money or independently by either the Support Carer or the Shared Lives Carer.

6. Review and Renewal of Training

- 6.1 Shared Lives South West recognise that some training should be regularly refreshed, to ensure the skills and knowledge of the Carer are continuously updated. As such, every three years Carers are expected to refresh Safeguarding Adults, Equality and Diversity, Health and Safety, Medication, Mental Capacity Act and First Aid Training.
- 6.2 During the Carer annual review process, Shared Lives co-ordinators will work in conjunction with the Carer to ascertain whether a need has arisen for additional training. If so, meeting this need could be achieved using any of the following methods: face to face courses, e-learning, workshops, shadowing or reading and research.

- 6.3 Other training that is not compulsory across the whole scheme, such as epilepsy training, may also need renewing on a regular basis to meet the needs of the individual being supported. This will be discussed and agreed between the Carer, Shared Lives Coordinator and any additional health or social care professional.
- 6.4 Carers and Support Carers are informed of their training expiration dates but it is their responsibility to ensure that they attend a refresher course in a timely manner to ensure that their training remains up to date. Failure to attend or maintain compulsory training, resulting in a qualification being more than three months out-of-date, may result in the withholding of Carer payments until rectified.

7. Review

- 7.1 This policy will be reviewed every two years, or earlier if required.

8. Responsibilities

- 8.1 The Registered Manager has overall responsibility for the implementation of this policy, and for regularly reviewing the overall content and suitability of the training provided to Carers.
- 8.2 Shared Lives Coordinators are responsible for understanding and implementing this policy. Where identified, Shared Lives Coordinators who lead on specific areas of training may also be required to review and update the content of Carer training.
- 8.3 Shared Lives Carers are responsible for ensuring they meet their training requirements.