**Health and Social Care Induction Framework for Wales**

**Foreword for employers**

Every health or social care service whether large or small, must give all new members of staff an induction. A good induction makes sure workers understand the importance of person-centred practice and the values that underpin work in health and social care. A well-structured induction will help workers settle and become more effective in their role sooner. It can increase employee commitment and job satisfaction, and has a positive effect on reducing staff turnover.[[1]](#footnote-1) The importance of a planned and well thought-out induction can’t be underestimated.

The Health and Social Care Induction Framework for Wales is designed for social care workers and healthcare support workers employed in community-based settings for adults and children and young people. It provides a structure for induction and outlines the knowledge and skills new workers need to evidence in the first six months of employment.

Guidance is provided on the areas of learning new workers need to cover on their first day; in their first week and within the first three months of employment. This will make sure that they have the information needed to work safely and correctly. It is understood that as time progresses these new members of staff will be working more and more independently and alongside the usual risk assessment undertaken to support lone working; it will be important that they are appropriately supported by regular supervision, training and peer support whilst completing the induction framework, and beyond.

The induction framework supports Welsh Government’s commitment to deliver health and social care services in a seamless, effective and efficient way to promote well-being and achieve the best possible outcomes for people in Wales. One of main principles of the Social Services and Well-being (Wales) Act 2014 focuses on partnership, and the Act makes it possible for health and social services to be delivered in a more joined-up way. This means services will work together more closely, and new types of services and jobs will be developed that work flexibly across organisations.

The Health and Social Care Induction Framework for Wales creates a firm foundation for new workers to develop their practice and future careers, in and across the health and social care sectors. It also provides employers with a clear benchmark of the professional knowledge, skills and values that need to be evidenced to make sure new employees are safe and competent to practise, at this stage of their development.

**Introduction**

Welcome to the Health and Social Care Induction Framework for Wales (Framework). This resource will help you as a new worker, and your manager/team leader structure your induction to make sure you are able to provide care and support confidently and competently.

As this is a generic model for care and support workers across health and social care, your manager/team leader will need to include learning specific to your organisation and practice setting. The Framework includes pathways for adults and children and young people, so you will need to complete the sections relevant to your role. If you change jobs, it will be important to review the sections you have completed to ensure they meet the needs of your new role.

There are five sections in the Framework:

* Principles and values of health and social care – *adults or children and young people pathway*
* Health and well-being – *adults or children and young people pathway*
* Professional practice as a health and social care worker
* Safeguarding individuals
* Health and safety in health and social care

Each section consists of core knowledge learning outcomes which should be met by *all* workers and then additional induction learning outcomes which are role-specific.

It should take six months to complete the whole Framework. If you are a foster carer or adult placement/shared lives carer; it might take longer than six months to complete due to the gap between becoming an approved carer and the first placement agreement. Similarly, some carers might only offer respite/short breaks care and in such circumstances extra time will be given to make sure you are able to meet all the learning outcomes.

There are important areas of learning that should start on your first day and others you should start looking at in your first week. In our ‘Getting Started’ section we also highlight the main topics you should have covered in the first 12 weeks of your new role.

**What is the purpose of induction?**

The first few days and weeks in a new position can be exciting and overwhelming as you get to grips with your new role. An induction will help you:

* understand your role - what is required of you and what support you can expect
* get to know your new working environment and the important information you need to do your job well
* get to know your colleagues and develop good working relationships
* understand how you can best support those you will be working with.

Induction is an important part of your professional development and will help you to settle into your role and be effective in your work. Completing the Health and Social Care Induction Framework will help you gain, develop and strengthen the knowledge, skills and understanding essential for your role and for health and social care practice in general. It provides a basis for your future learning and development and shows the progress you have made to date.

Your manager/team leader will outline the arrangements for your induction. This may involve being assigned a mentor or ‘buddy’ who will be a more experienced colleague to support your learning. You will also be supported by regular supervision which will allow you to reflect on what you have learnt and receive feedback on your progress.

It is important that you take an active part in your induction in order to make the most of this learning experience. Don’t be afraid to ask questions as this helps to check out your understanding and will help you learn. Do remember there is no such thing as a ‘stupid’ question!

**Getting started**

Each section of the Framework includes a number of headings. Under each heading, you will find the core knowledge learning outcomes that you will cover during your induction. This learning will be achieved through:

* attending training or undertaking e-learning
* guided reading
* one-to-one discussion e.g. in supervision
* observing other staff members
* team meetings.

These learning outcomes are then turned into ‘doing’ outcomes – that is, how you show you understand and can put into practice what you have learned about that particular topic or area of practice. You might be asked to show what you’ve learned by:

* answering questions, written or verbally
* being observed at work
* completing a written reflective account or speaking about what you have learned and how you might improve your practice further.

Any written work should be organised into a portfolio, as evidence from completing the induction framework can be used towards the achievement of future qualifications for your role. It is important to keep it safe as your portfolio will also provide evidence of your learning for your employer, regulators of services and other employers if you were to change jobs in the future.

Your manager/team leader has a responsibility to make sure you have enough time and support to complete the Framework. You will start to work on some parts of the Induction Framework from day one of your new role. Some of these day one learning priorities might not be completed straightaway, others will. Here’s an outline of what you should cover on day one:

|  |  |
| --- | --- |
| Area of learning | Framework section / heading |
| An introduction to your organisation/service – its ethos, values and structure | 5.1 |
| An understanding of your role in the organisation/service – what are the requirements *and* limitations of your role? | 5.1 |
| An introduction to the principles and values that underpin social care practice and the Code of Professional Practice for Social Care | 1.1 – adult pathway2.1 – children and young people pathway |
| An introduction to the principles of confidentiality in relation to your organisation/service  | 5.1 |
| An understanding of fire safety procedures for your work setting | 7.3 |
| An understanding of what you should and shouldn’t do in relation to important areas of health and safety, at this stage of your training | 7.1 |
| An introduction to safe practice in relation to work place security | 7.9 |
| An understanding of your responsibility to report matters that affect the welfare and safety of individuals, carers or colleagues, or practices that are unsafe or conflict with the ethos and values of your organisation/service | 5.1 |

Additional activities include:

* Meeting colleagues and individuals who are supported by your organisation / service
* Getting to know your work environment and facilities
* Completing HR-related documents and processes for new employees
* Being told about supervision and probation processes.

By the end of your first week, you should begin to address these learning priorities:

|  |  |
| --- | --- |
| Area of learning | Framework section/ heading |
| An introduction to person-centred/child-centred approaches and ways of working that support it | 1.3 – adult pathway2.3 - children and young people pathway |
| An introduction to relationship-centred working and the need to maintain professional boundaries | 1.6 – adult pathway2.6 - children and young people pathway |
| An introduction to the importance of effective communication in health and social care, and the barriers to effective communication | 1.7 – adult pathway2.7 - children and young people pathway |
| Developing an understanding of the policies and procedures in your work setting, where you can find them and how you should put them into practice | 5.1 |
| The importance of good hygiene practice to prevent the spread of infection | 7.6 |
| An introduction to the importance of upholding the profession of health and social care workers and what is involved in being a positive role model  | 5.5 |
| An introduction to the importance of being accountable for the quality of your work and how reflective practice supports you in this | 5.1 |
| An introduction to safeguarding individuals  | 6 |

You should show what you’ve learned by completing and updating the progress log for each section, on a regular basis. The progress log will help you and your manager/team leader record your learning and the learning outcomes you’ve achieved.

By the end of your first 12 weeks in post you should be able to show you understand:

* the principles and values of health and social care (section 1 or 2)
* aspects of health and wellbeing (section 3) which are essential to your role e.g. if you support individuals with personal care, you should have completed this part
* professional practice as a health and social care worker (section 5)
* safeguarding individuals (section 6)
* aspects of health and safety in health and social care (section 7) which are essential to your role.

At this half way point, your manager/team leader will discuss with you your progress and make sure you are on target for completing the whole Framework. There is a template which should be completed as part of this review. The remaining 12 weeks should then be used to complete all the remaining core knowledge learning outcomes to make sure you have the understanding needed to undertake your role, safely and well.

**Assessing your induction**

Your manager/team leader will be assessing your progress throughout the induction period to make sure you understand and are able to apply what you have learnt in practice, and that you reach a satisfactory level in your work.

Your manager/team leader will be expected to:

* agree and plan with you how you will be assessed - this will fit also with your organisation’s probationary process
* guide you in gathering evidence of what you have learnt and how this is recorded
* meet with you regularly throughout your induction to make sure you get regular feedback, guidance and support.

**Next steps**

The next part of this resource provides you with the progress log so you can begin to record the learning outcomes achieved and how this has been assessed.

The progress log records:

|  |  |  |
| --- | --- | --- |
| **Evidence used**  | **Assessed by whom and when**  | **Signatures and date**  |
| Record of evidence used to show that you met the learning outcome. *If you already have suitable evidence of prior learning or skills covering the learning outcomes, these should be recorded in this column. This may include certificates / qualifications.*  | This can be done by a manager, team leader or an appropriate member of staff. *If you already have appropriate evidence of prior learning please state here the title of the certificate/ qualification, the name of the awarding organisation and the date you achieved the award.*  | You and your manager/team leader should sign and date here to confirm learning outcomes have been successfully achieved. *Your manager/team leader’s signature will also confirm they have seen and accepted any certification / qualification as evidence of prior learning.*  |

The progress log also suggests useful learning resources you can access to support your learning for each of the sections of the Framework.

1. Induction Factsheet, CIPD [↑](#footnote-ref-1)