

Induction Policy and Procedure

Statement and Purpose of Policy

Policy

Serenta Homecare policy is to ensure that new members of staff, regardless of previous care experience, receive an induction to their new role before they start delivering care to Clients. Serenta Homecare currently provides up to 12 weeks of induction for new staff, which has compulsory elements, but is tailored to the individuals' learning needs. This training is regarded as a vital part of staff recruitment and integration into the working environment. Prober induction also increases staff retention.

This policy, associated procedures and guidelines define Serenta Homecare commitment to ensure that all staff are supported during the period of induction, to the benefit of the employee, clients, and Company alike.

Aim

It is the aim of Serenta Homecare to ensure that staff induction is dealt with in an organized and consistent and professional manner, to enable staff to be introduced into a new post and working environment so that they can contribute effectively as soon as possible. This induction policy, associated procedures and guidelines aim to set out general steps for Managers and Staff to follow during the induction process. It is expected that all Managers and Staff will adhere to this policy.

Procedure for Care Workers

An induction lead will be allocated, to lead the induction process. This ensures that the new Employee has a designated main contact during their first 12 weeks. The initial part of the induction is a meeting with the designate person, this usually takes place when attending the office to undertake face to face training. The following steps will be undertaken and signed off:

- The first step will be for the staff member to be talked through and agree their contract
- Their and other roles and remit will be discussed
- Training plan

- Sheffield Medication Policy training
- Electronic Care Management system
- Training on Person Centred Planning
- All Serenta Homecare Policies and Procedures
- Health and Safety review
- Assessment of understanding using medication, activity and care assessment sheets
- Mandatory training
- Commence shadowing and sign off using shadowing assessment form
- Applicability and sign up where indicated to the care certificate
- 2 checkup phone calls
- 2 spot checks and observations
- 6 week and 12 week one to one follow ups

The new Employee may be kept on double handed calls with another Care Worker/Mental Health Support Worker until they are signed off by the Induction lead as competent, confident and safe to deliver calls alone. This will usually be after the 6 weeks follow up but may be sooner for new Employees with vast experience. In some cases, where staff are competent and confident single-handed care may be undertaken.

Serenta Homecare, understands that Care Workers/Mental Health Support Worker starting may have a wealth of experience they bring to the role. To recognise this: -

Those with unexpired mandatory certificates from a certified course such as with Sheffield City Council or Skills for Care, do not need to undertake Serenta Homecare mandatory training (in the areas they are certificated for) as long as when verbally tested, they are able to demonstrate the required level of expertise and understanding. They will need to undertake repeat training as their current certificates end date.

All starters will be required to shadow other carers, but the length of time this occurs for will depend upon the carers previous experience and confidence.

Serenta Homecare encourages all new staff to complete the care certificate if they have no previous recognised qualifications. All new staff members who are new to care will be required to complete the care certificate.

12 Week development Plan

The 12-week development plan is a very useful way of ensuring that information is passed to new Employees when they are likely to be most receptive. It avoids overloading Employees with information during the first weeks whilst ensuring that all areas are covered.

The Induction lead should ensure that these matters have been properly understood whilst the checklist is being completed. At the end of the process the induction checklist known as the 12 week development plan, should be signed by the relevant parties and placed in the member of staff's personnel file. The additional sheets including the shadowing assessment, care certificate, medication certificate and activity sheet will also be kept in the employee file once complete.

Procedure for Office Staff

Office Staff will be inducted in a similar manner. They will be required to undertake mandatory training and been talked through the company's policies and procedures. A lead person will be assigned, usually their line manager. They will have supervision meetings at 6 and 12 weeks to ensure that they are developing into their role.

Document Control

Date Approved: July 2026

Target Audience: All Serenta Homecare

Staff Review Date: July 2028

Author: Fran Beardsmore