common induction standards (2010 'refreshed' edition) social care (adults, England)

How Many?

Standard 1 Role of the health and social care worker

Standard 2 Personal development

Standard 3 Communicate effectively

Standard 4 Equality and Inclusion

Standard 5 Principles for implementing duty of care

Standard 6 Principles of safeguarding in health and social care

Standard 7 Person-centred support

Standard 8 Health and safety in an adult social care setting

Standard 1 Role of the health and social care worker

The importance of working in partnership with *others*

- Understand why it is important to work in partnership with carers, families, advocates and *others* who are significant to an *individual*

- Recognise why it is important to work in teams and in partnership with others

- Be aware of attitudes and ways of working that help improve partnership with others

Be able to handle information in agreed ways

- Understand why it is important to have secure systems for recording and storing information

- Be aware of how to keep records that are up to date, complete, accurate and legible

- Be aware of agreed procedures for: recording information, storing information and sharing information

- Be aware of how and to whom to report if you become aware that agreed procedures have not been followed
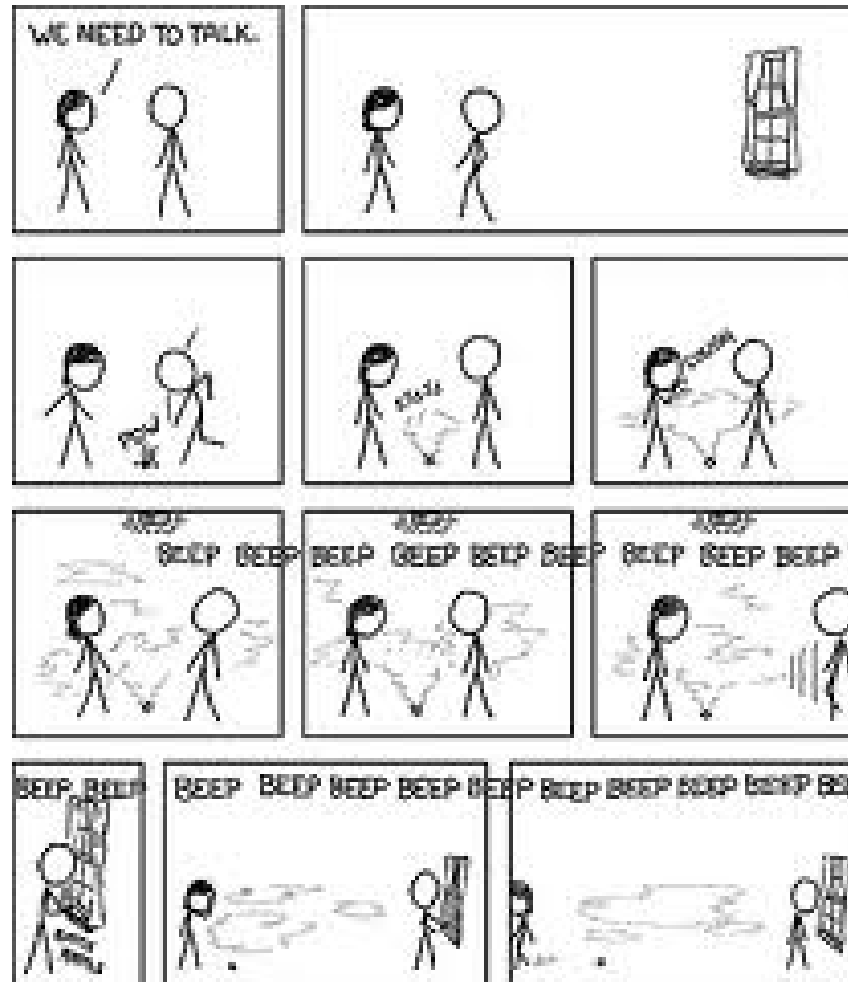
Standard 2 Personal development

Using learning opportunities and reflective practice to contribute to personal development

- Understand the system for recording personal development in your work setting

- Know how to record and update your own *continual professional development*

- Recognise ways to measure how effective a learning activity has been.

Importance of effective communication in the work setting

- Be aware of the different reasons why people communicate

- Understand how communication affects relationships in the work setting

- Know why it is important to observe an individual's reactions when communicating with them

Overcoming difficulties in promoting communication

- Recognise barriers to effective communication

- Be aware of ways to reduce barriers to effective communication

- Know how to check communication has been understood to minimise misunderstandings when communicating

- Be aware of sources of information and support or *services* to enable more effective communication

Understand principles and practices relating to confidentiality

- Understand what confidentiality means in your work role

- Be aware of ways to maintain confidentiality in day to day communication

- Be aware of situations where information normally considered to be confidential might need to be passed on

- Explain how, when and from whom to seek advice about confidentiality

Standard 4. Equality and inclusion

The value and the importance of equality and inclusion

- Understand what is meant by diversity and discrimination

- Know how discrimination might occur in your work setting, both deliberately and inadvertently

- Understand what is meant by equality and inclusion, and how they reduce discrimination

- Know how practices that support equality and inclusion reduce the likelihood of discrimination

Standard 5. Principles for implementing duty of care

"Duty of Care" means providing care and support for individuals within the law and also within the policies, procedures and agreed ways of working of your employer. It is about avoiding abuse and injury to individuals, their friends and family and their property.

Understand how duty of care contributes to safe practice

- Explain what it means to have a duty of care in your own work role

  It is your duty of care to safeguard individuals from harm. All employees should report any concerns of abuse they have. These might include evidence or suspicions of bad practice by colleagues and managers, or abuse by another individual, another worker or an individual's family or friends.

- Explain how duty of care contributes to the safeguarding or protection of individuals

  In your role you have a duty of care to raise any concerns you may have about any aspect of your work. These can range from inadequate working conditions, poor equipment, poor practice by other staff; to raising concerns about potential abuse cases and situations of neglect.

Know how to address dilemmas that may arise between an individual's rights and the duty of care

- Be aware of potential dilemmas that may arise between the duty of care and an individual's rights

- Be aware of what you can and cannot do within your role in managing conflicts and dilemmas

- Know who to ask for advice about anything you feel uncomfortable about in relation to dilemmas in your work

Know how to recognise and handle comments and complaints

- Be aware of any existing comments and complaints procedures in accordance with agreed ways of working
- Know what you can and cannot do within of your role in handling comments and complaints and how you should respond
- Know who to ask for advice in handling comments and complaints
- Recognise the importance of learning from comments and complaints to improve the quality of service

Know how to recognise and handle adverse events, incidents, errors and near misses

- Know how to recognise adverse events, incidents, errors and near misses that are likely to affect the wellbeing of *individuals*

- Be aware of what you can and cannot do within your work role in relation to adverse events, incidents, errors and near misses, this includes recording an incident

- Know the procedures and to whom you should report any adverse events, incidents, errors and near misses

Recognising signs of harm or abuse

- Know the main *types of abuse:*
  - physical or sexual abuse
  - emotional/psychological abuse, including that related to age, race, gender, sexuality, culture, religion, etc.
  - financial abuse
  - institutional abuse
  - self-neglect
  - neglect by others

Responding to suspected or disclosed abuse

- Know the actions you must take and who to contact if you suspect an individual is being harmed or abused

- Know the actions you must take if an individual discloses that they are being harmed or abused

Standard 7. Person-centred support

Person-centred is about providing care and support that is centred or focused on the individual and their needs. We are all individual and just because two people might have the same medical condition it doesn't mean that they require the same care and support.

Promote *person-centred values* in everyday work.

Understand how to put *person-centred values* into practice in your day to day work.

Person-centred values include:

- ➢ individuality
- ➢ independence
- ➢ privacy
- ➢ partnership
- ➢ choice
- ➢ dignity
- ➢ respect
- ➢ rights

Working in a person centred way

- Recognise the features of working in a person centred way

- Understand why it is important to find out the history, preferences, wishes and *needs* of the individual(s) you are supporting.

- Understand how the changing needs of an individual are reflected in their care plan and how this contributes to working in a person-centred way

Standard 8. Health & safety in health & social care

Roles and responsibilities relating to health and safety in the *work setting/situation*

The Health and Safety at Work Act 1974 is the primary piece of legislation covering occupational health and safety. Under this Act, the employer, the workers and the individuals being supported have responsibilities to ensure safety is maintained in the workplace. Your employer should display a copy of this Act on their main premises.

Roles and responsibilities relating to health and safety in the *work setting/situation*

The main purpose of the legislation is:

- ❖ To secure the health, safety and welfare of people at work
- ❖ To protect others from risks arising from the activities of people at work
- ❖ To control the use and storage of dangerous substances
- ❖ To control the emission into the atmosphere of noxious or offensive substances

- Know the main *health and safety* responsibilities of:

      a) you

      b) your manager

      c) the individuals you support

Roles and responsibilities relating to health and safety in the *work setting/situation*

- Know what you can and cannot do relating to general health and safety at your current stage of training.

- Know where and from whom additional support and information relating to health and safety can be accessed

Health and safety risk assessments

- Know why it is important to assess health and safety risks posed by the work setting/situation or by particular activities

- Understand how and when to report health and safety risks that you have identified

Moving and positioning

- Be aware of key pieces of legislation that relate to 'moving and positioning'

- Be aware of tasks relating to moving and positioning that you are not allowed to carry out at your current stage of training

- Understand how to move and position people and/or objects safely, maintaining the individual's dignity, and in line with legislation and *agreed ways of working*

Responding to accidents and sudden illness

- Be aware of different types of accidents and sudden illness that may occur in the course of your work

- Understand the procedures to be followed if an accident or sudden illness should occur in your work setting/situation

- Be aware of tasks relating to emergency first aid that you are not allowed to carry out at your current stage of training.

Handling hazardous substances

- Be aware of the hazardous substances in your workplace

- Be aware of safe practices for:
  - storing hazardous substances
  - using hazardous substances
  - disposing of hazardous substances

Preventing the spread of infection

- Know the main routes by which an infection can get into the body
- Understand the principles of effective hand hygiene
- Understand ways in which your own health or hygiene might pose a risk to the individuals you support, or to other people at work
- Be aware of common types of personal protective clothing, equipment and procedures and how and when to use them.
- Be aware of principles of safe handling of infected or soiled linen and *clinical waste*

- Understand practices that prevent fires from:
  - starting
  - Spreading

- Be aware of emergency procedures to be followed in the event of a fire in the *work setting*

Security measures in the *work setting*

Understand measures that are designed to protect your own security at work, and the security of those you support. Know the *agreed ways of working* for checking the identity of anyone requesting access to premises or information. *Agreed ways of working* may mean formal policies or procedures where they exist. This applies to workers who are employed by people who use services, or similar, as well as to workers employed by larger companies and self-employed workers

Managing stress

- Recognise common signs and indicators of *stress* in yourself and others

- Be aware of circumstances that tend to trigger stress in yourself and other

- Know ways to manage stress

Food safety, nutrition and hydration

- Understand the importance of food safety, including hygiene, in the preparation and handling of food

- Understand importance of good nutrition and hydration in maintaining well-being

- Recognise signs and symptoms of poor nutrition and hydration

- Be aware of ways in which to promote adequate nutrition and hydration

And to finish with ☺

1. How many common induction standards are there?

   Answer: 8

References

- Skills For Care Council, 2010. "*we help you improve your workforce*" *common induction standards 2010 'refreshed' edition) social* care (adults, England) with glossary. [online] Available at: http://www.skillsforcare.org.uk/cis/ [Accessed on 12th December 2010]

- CIS Assessment, 2011. [online] Available at: http://www.cis-assessment.co.uk/ [Accessed on 10th October 2011]