



TRAINING PLAN 2008-2009

Birchwood Highland's training plan will continue to focus on meeting the company objectives of INDEPENDENCE, INCLUSION and RECOVERY, whilst also addressing our obligations under Health and Safety and other standards such as: Care Commission, Supporting People and Scottish Social services Council Standards. (SSSC). This will mean ensuring that we support staff to achieve their SVQ in Care to the required standard as well as management training for staff in management roles. It also means that we will continue to place priority on reviewing our policies on a regular basis to ensure that they meet all required standards and to review any new and or additional training needs arising from these.

All Birchwood Highland staff should be given the opportunity to develop their knowledge and skills, which in turn, ensures that the services delivered to our service users reflect best practice. One of the ways to ensure staff have the opportunity to share practice across the company will be by holding support worker forums, to provide the majority of staff with the opportunity to come together to discuss best practice, what works in their areas and to identify issues that they feel require more consideration by the Management Team and senior managers within the organisation. A number of these will take place in 2008/9 and the usefulness of them will be assessed for future years. We will also promote opportunities for staff to spend time in other service areas to meet with other staff and to see how other services operate on a daily basis and to take back any ideas for improvement/change ideas.

Birchwood Highland also places a high focus on clinical governance and ensuring the best clinical practice, ensuring that our nursing staff have the frameworks in place to regularly review and audit clinical practice and that they continue developing their mental health nursing skills and knowledge. It will be important that all staff alongside nursing staff become familiar with the Essential Shared Capabilities, which are relevant for all mental health professionals and training will be developed in-house on this, following the training of a lead Senior Manager in this area.

Management training within the company also remains a priority for us. Last year, we placed an emphasis on leadership training, and this year we will focus on different element of management skills and helping our managers to become more self-aware of their skills and how they are perceived by team members, their peers and more senior managers. The use of 360 degree appraisals will assist Service Managers in focussing on their areas of development and these tools will be rolled out to Team Leader level the following year. Training in supervision, appraisal, recruitment and selection will be sourced for newer managers and team leaders to ensure that their staff benefit to the full

from their monthly supervision sessions and annual appraisals. Managers will also be encouraged and supported to spend more time with their peers and to learn from them, through shadowing, joint work opportunities and through the coaching by more experienced managers in particular skills, i.e. training and presentation skills, supervision, and leadership skills etc.

Some of our planned training meets the key objectives outlined above, other training will be identified and arranged in year as needs change and as staff identify additional training needs. Staff appraisals and training development plans are reviewed in the setting of the company training objectives and the focus of training for the remaining six months of this year has been set in light of these reviews.

It is also an expectation that ongoing training takes place within teams in each service area, from formal training sessions with staff and service users from training materials developed in-house to informal training to meet particular needs that staff in the service highlight in response to things that arise. Policies should also be highlighted as appropriate at team meetings and wherever possible each service should identify local training that can meet the needs of both staff and service users jointly. It is important that all staff have a full understanding of the Scottish Social Services Council (SSSC) standards and codes of practice and regular discussion about these codes and their applicability to daily working should be ongoing across all Birchwood Highland services.

Teams have built up their skills in setting annual aims and objectives as a team and managers will start guiding their teams towards thinking these through in terms of outcomes that we wish to achieve for the services we provide and for the people we support in the future.

The following outlines some of the training that has been identified to meet our key strategic objectives.

TO MEET THE OBJECTIVE OF INDEPENDENCE.

Training will be focused on empowering and enabling individuals to live fulfilling lives within the community. Under this heading training includes “Housing/ homeless issues” also mandatory training such as “Basic Food Handling”, where staff will pass on good practice. All staff who work directly with service users should attend this training every 3 years.

“Risk assessment” training enables an honest discussion about risk and how to manage it, which can help people to be more independent. A training pack is now available for teams who should be undertaking different units over a period of time.

The introduction of ASDANS into Birchwood Highland this year will provide us with opportunities to guide and support individuals to gain qualifications and, therefore, hopefully open up further opportunities for the future. It is hoped that each team will identify a lead to act as an assessor for ASDANS to help push this forward. The company would aim to be fully registered for ASDANS and in 3 years time to be able to externally assess the qualification as well as acting as internal assessors.

TO MEET THE OBJECTIVE OF INCLUSION.

Foundation training is a term we are introducing alongside mandatory training. Foundation training is training that we would recommend that all staff attend and in particular, that any staff new to the company attend, although by law it is not “mandatory” which some of our health & safety based training is. We would recommend that all new staff attend the “Values of Inclusion” training and that all staff within the company undertake “The Human Rights Act” training. A pack for this was developed in-house and it will be the Service Manager’s responsibility to ensure that they go through this training pack with all new staff as it is important that they have an understanding of these values and how they relate to the key standards we work to e.g. SSSC, Care Commission etc.

In terms of inclusion, the company will ensure that all staff, full time, part time and relief staff are included in the opportunities available for training. As such, the emphasis for training will continue to be on pulling together training sessions and opportunities that are tailor made towards the needs of our staff groups. It is the responsibility of all staff to ensure that they take up the opportunities available, but the overall responsibility for ensuring that their staff group access the training needs identified for them lies with the Service Manager, who should ensure that all staff members are provided with the necessary opportunities to access the training available that meets the needs they have identified through supervision, appraisal or through their training plan.

It is the responsibility of the Operations Director to monitor the overall expenditure on training throughout the year and ensure that the best possible use is made of these funds to the advantage of all staff throughout the company and to ensure that these funds are targeted towards the training needs identified by and for staff.

TO MEET THE OBJECTIVE OF RECOVERY

At induction stage, person centred planning should be covered for each new member of staff. Earlier this year, a 2-day training programme on Recovery was developed and delivered in-house. The training has been reviewed following feedback and further training dates will be set for the autumn.

Discussions in the Management Team are currently focusing on ‘boundaries and recovery’ and further work is being undertaken in this area. Two Service Managers will be developing some training on competencies and values that all mental health workers should hold and this will also form part of what we will refer to as ‘Foundation training’ with a recommendation that all staff attend this training. Further training will also be developed early in the New Year on the Essential Shared Capabilities to roll out to all staff and WRAP training will also be considered.

Work on recovery is an ongoing area for us as we develop our understanding and our expectations on ourselves as to what we could be doing to further our ability to support individuals in promoting their recovery. Following on from the Recovery Conference, organised by Birchwood Highland last year, a workshop is being held to look at how a recovery network could be developed in the Highlands and Birchwood Highland will be a key player in taking this forward.

Joint training must remain a priority for us and each service has been asked to identify a number of joint training sessions at minimum within their team objectives for the year.

MANDATORY TRAINING INCLUDES

Our own trainers keeping their qualifications valid by updating their knowledge to allow them to provide the training on “Moving and Handling”, “Dealing with Violence and Aggression in the Workplace”. Along with Basic 1st Aid, all staff should attend these training topics as soon as possible after joining the service and within 6 months.

All managers must ensure that all their staff are present at the review of the policy on “Protection of Adults at Risk” and where this is not the case, to provide staff members with a 1:1 review of this. In the absence of any local authority formal training at present, it is very important that all staff are aware of the procedures, their responsibilities and those of their manager and the reporting routes available should they suspect that an individual is at risk. Managers must keep a record with the individual’s training record, of when the person reviewed the policy and that they understood the implications of the policy in terms of their role.

All staff who are involved in supporting others to handle food/cook meals or who handle food as part of their job should also ensure that they attend and complete the Basic Food Handling course.

Staff based at the Recovery Centre should attend the Restraint course designed specifically for the service and in line with the updated policy on the use of restraint at Birchwood Highland Recovery Centre.

APPROACHES TO TRAINING

SVQs are being carried out throughout the company but our learning from staff who have already achieved their SVQ is that it is very important that timescales are set for staff to finalise their qualification and to adhere to these. It is also very important that there is an Assessor in each service area and this continues to be a priority for us. It is the responsibility of the individual staff member to ensure that they register with the SSSC in the timescales outlined. Once staff have registered, there is a time period in which they must achieve their SVQ. Birchwood Highland is committed to supporting relief staff to obtain their SVQ. We believe that all our staff must receive the appropriate training. Likewise, Team Leaders and Service Managers will always be supported in undertaking their professional management qualifications. Guidance on study time available alongside training contracts for each staff member to sign are available and should be downloaded and from the company intranet site.

In 2007/8 training packs on “The Human Rights Act” and “The Mental Health (Care and Treatment) (Scotland) Act” and “ Risk Assessments” were developed and circulated to each service so that they can be worked through and discussed within teams meetings. This format seems to have worked well and further packs will be developed this year as different needs are identified for staff. In the meantime, Managers should ensure that they go through these training packs with any new staff and continue to revisit the risk assessment modules.

ACTIONS FOR THIS YEAR

- Service managers need to ensure that staff are applying the training they have received to their practice by reviewing the training and updating the feedback records at supervision.
- We must have a forward plan with mandatory training scheduled into a timetable so that all staff (including relief) receive all mandatory training within 6 months of entering service and all staff receive regular updates in accordance with policy.
- Basic 1st Aid and training for health and safety leads will form some of the priority training this year.
- During induction each member of staff will have a training plan agreed with their supervisor and dates will be set. All existing staff will have their training plan agreed at their annual appraisal and revisited at supervision sessions.
- Further training on Dual Diagnosis and Suicide prevention will be sourced for new staff or staff who did not make previous sessions.
- The company will ensure that all staff meet the standard qualifications set by the regulating body e.g. SVQ level 2 or 3 either in Health and Social Care or in Housing Support (SSSC have circulated information on “Skills Sets” which identifies the SVQ units within Health and Social Care which relate to housing support, staff should therefore select their units from those as appropriate.) SVQs must be undertaken by all staff, including relief staff. It currently is a condition of appointment that all staff agree to commence SVQ following satisfactory completion of their probationary period and staff must be supported to follow this through. The company must also start prioritising the SVQ needs of its relief staff and an agreement will need to be formed based on the individual’s availability to the company and other employers that they work for, so that they are supported to commence their SVQ qualifications.
- The training agreement and mapping sheet must be kept up to date and kept under review by the assessor and the service manager to ensure that timescales are being met.
- Managers and staff with supervisory roles will receive training on supervision, appraisal and where they have not yet undertaken this, recruitment and selection.
- Training on Recovery remains a priority for Birchwood Highland and training will be developed to be delivered to teams on the competencies and values of mental health workers, more advanced training on the Essential Shared Capabilities and possibly WRAP training will be available. Further training days will be identified for the 2-day Recovery training to ensure that all staff are able to access this training.

SUMMARY

Birchwood Highland will have an ongoing programme of training, which enables us to meet our statutory obligations and standards of registration. The company also looks for training opportunities, which meet its objectives of providing a service, which enables INDEPENDENCE INCLUSION AND RECOVERY.

To help us meet these objectives we will explore and apply for various sources of funding. E.g. Voluntary Sector Development Fund and will build training costs into any development bids that we put forward. e will also continue to look at the venues we use and the overhead costs associated with training to try and bring these down wherever possible, so that more of the monies available is invested directly into the actual training of staff and in ensuring the equal access of all staff to the training that they require.

Final Draft - September 2008

Approved at the Management Team at a meeting on 2nd October 2008

Approved at the Board of Directors meeting on 17th October 2008