

# TD Homecare Services Limited

3 Whittingham Place, The Avenue  
Freshwater, Isle of Wight, PO40 9UR

## New Starter Induction Protocols

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### Type of Induction

New staff are to complete an in-house induction which will consist of discussion, theory, practical, observation, shadowing and structured training sessions.

Each session will be signed by the inductor and the inductee when they are both satisfied that the session has been successfully completed.

Further evidence will be supplied by competency assessments, workbooks and theory exercises and training certificates.

The 'in-house' induction should take approximately 4 weeks – but will be dependent on individual staff.

There is an expectation that new staff will start the care certificate within three months of their start date.

If this has been completed within the last 3 years – a competency assessment will be carried out.

### In-house Induction Programme

#### Part 1: (Organisational)

- Introduction and explanation of the aims, objectives and structure of Induction Programme.
- Overview of service – including ethos and values
- Staffing / Management Structure.
- Administrative Procedures
- Uniform, ID badge and Equipment Procedures.
- Job Description and Handbook
- Brief Introduction to Policies and Procedures (ongoing throughout induction)
- Regulatory - Introduction to KLOE's and regulations
- **Review of Part 1**

#### Part 2: (Operational)

- Role within the Community
- Protocols within the Community
- Service User and Staff relationships (Professional Boundaries)
- Service User Rights
- Communication
- Capacity and Gaining Consent
- Confidentiality
- Care and Support Provision
- Infection Control
- Health and Safety
- Fire Safety
- Introduction to Care Plans and Risk Assessments
- Introduction to Records Management and record keeping
- **Review of Part 2**

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## Part 3: (Safeguarding and Reporting)

- Safeguarding Procedures
- Whistleblowing Procedures
- Lone Working
- Managing Personal Safety
- Managing Emergencies
- No Reply Protocols
- Reporting Procedures for Accidents and Incidents
- **Review of Part 3**

## Part 4: (Core Training)

Undertaking core training – to be arranged throughout induction period.

- Safeguarding
- Manual Handling
- Infection Control
- Health and Safety
- Fire Safety
- Food Hygiene
- First Aid
- Medication
- Mental Capacity / DoLS
- Falls Prevention
- Challenging Behaviour
- Dementia
- Common Health Conditions
- End of Life
- **Review of Part 4**

## Part 5: (Community Training / Shadowing Visits)

To be introduced and trained in domiciliary care visits. This element of the induction programme includes specific training with individual clients and shadowing experienced care workers within the community to observe and carry out duties as identified in individual care plans.

- All aspects of Personal care
- Moving and Handling  
(following appropriate training)
- Medication  
(Following appropriate training)
- Shopping
- Meal Preparation
- General Service user Support
- Domestic / Practical help
- **Review of Part 5**

## Part 6: (Review of In-House Induction)

Review of induction

Identify any sessions not completed and arrange for these to take place.

Identify any further training or support needs

Sign off of induction and final induction supervision session.