

# Sandwell Mind



For better  
mental health

## Care and Support Staff 12 Week Induction Programme

(adapted from GSCC Common Induction Standards)

To be completed by all staff within the first 12 weeks of their employment.  
Please copy to Training and Development Manager on completion.

Name	
Job Title	
Project/dept	
Start Date	
Supervising Manager	
Completion date	

## Standard 1: Understand the principles of care

Main areas	Outcomes	Outcome achieved (managers signature)	Date
1.1 Values	Know what the Recovery Model is and understand that Sandwell Mind operates its services within this framework.		
	Understand that you must show service users dignity and respect at all times		
	Understand that you must promote and respect the choices of service users whenever possible		
	Understand the need to respect diversity and to respect different cultures and values		
	Understand what 'Equal Opportunities' means.		
1.2 Confidentiality	Understand what confidentiality means, and show that you can apply Sandwell Mind's policy on confidentiality in the course of your work.		
1.3 Person Centred Approaches	Understand the importance of viewing the service user holistically – finding out about their history, their lifestyle preferences, their needs and aspirations		
	Have a basic awareness of the signs, symptoms and types of illness that service users may be experiencing		
	Understand that service users may sometimes neglect their own physical and emotional health		
	Understand that service users may be socially isolated and excluded. Be aware of some of the attitudes shown to service users by society in general		
	Understand that service users may display unpredictable and challenging moods and behaviours, and have a basic understanding of how to respond to these.		

	Understand there are a range of different approaches which can be used to motivate service users and promote recovery.		
	Understand how personal care is different to support. Understand which is appropriate for your particular service.		
1.4 Assessment	Understand Sandwell Mind's assessment policy and how it applies to your service		
1.5 Support Planning	Understand Sandwell Mind's support plan policy and how it applies to your service.		
1.6 Risk Assessment	Recognise that the individuals you support have a right to take risks		
	Understand Sandwell Mind's risk assessment policy and how it applies to your service. Understand how to assess whether the behaviour/activities of the individuals you support represent a risk to either themselves or others		
	Know how to inform relevant people about any risks identified		

## Standard 2: Understand the organisation and the role of the worker

Main areas	Outcomes	Outcome achieved (managers signature)	Date
2.1 Your role as worker	Understand the organisational structure of Sandwell Mind and the aims of the organisation as a whole.		
	Understand your job description and know what is expected of you based upon this.		
	Understand the management structure of the particular service you work for, and the roles of your colleagues within it.		
	Work to the guidelines given in Sandwell Mind's staff code of conduct and the GSCC code of practice for social care workers		
2.2 Policies and Procedures	Understand why it is important for you to follow Sandwell Mind's policies and procedures. Know where to find these policies and procedures and show that you understand them.		
2.3 Worker relationships	Understand the nature of the service user / worker relationship - be aware of the responsibilities and boundaries of the relationship		
	Understand the need to be professional, consistent, reliable and dependable in your interactions with others – be they service users, staff, or any other relevant parties.		

## Standard 3: Maintain Safety at Work

Main areas	Outcomes	Outcome achieved (managers signature)	Date
3.1 Health and Safety	Read and understand Sandwell Mind's health and safety policy. Show that you understand H&S responsibilities with respect to (a) yourself (b) Sandwell Mind (c) the service users you support.		
3.2 Moving and Handling	Be aware of basic safe moving and handling techniques but be aware of the limits to which you should normally be involved in manual handling tasks.		
3.3 Fire Safety	Understand how to promote and maintain fire safety at work		
3.4 First Aid and Accidents	Know what to do in response to illness or accident – understand how first aid procedures and accident reporting operates at your place of work		
3.5 Infection Control	Understand good basic hygiene practices and how to prevent the spread of infection		
3.6 Medication and Health Care	Understand some of the different types of medication service users may be taking – know why it is prescribed and what it's effects are		
	For Care Homes only: read, understand and apply the medication procedure.		
3.7 Security and personal safety	Be aware of basic security measures applicable to your workplace – including open up and lock up procedures, alarm setting, visiting policy etc.		
	Understand and apply Sandwell Mind's lone working policy		

## Standard 4: Communicate effectively

Main areas	Outcomes	Outcome achieved (managers signature)	Date
4.1 Encourage communication	Understand how problems with mental health can impact on the way someone thinks and communicates.		
	Understand how all behaviour (including challenging behaviour) is a form of communication.		
	Build relationships that encourage communication.		
4.2 Use communication techniques	Show that you can listen effectively		
	Use verbal and non-verbal communication effectively. Understand when the use of touch is and is not appropriate		
4.3 Record keeping	Know the use and purpose of each record or report that you have to access or contribute to.		
	Show that you can record information in a clear, concise, factual and appropriate manner.		

## Standard 5: Recognising and responding to abuse and neglect

Main areas	Outcomes	Outcome achieved (managers signature)	Date
5.1 Legislation, policies and procedures	Understand key legislation and policy in relation to abuse and neglect – CRB checks, POVA, No Secrets, Sandwell local area guidelines.		
	Understand Sandwell Mind's policy on abuse.		
5.2 The nature of abuse and neglect	Know what the following terms mean: <ul style="list-style-type: none"> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Emotional abuse</li> <li>• Financial abuse</li> <li>• Institutional abuse</li> <li>• Self neglect</li> <li>• Neglect by others</li> </ul>		
5.3 Recognise the signs and symptoms of abuse and neglect	Recognise the signs and symptoms associated with the above		
5.4 How to respond to suspected abuse or neglect	Know how and when to report suspected abuse or neglect, following Sandwell Mind's procedure.		
5.5 Whistle blowing	Understand that your first responsibility is to the safety and well being of the individuals you support.		
	Know how and when to report any resource or operational difficulties that might affect the delivery of safe care.		
	Know how and when it is your duty to report the practice of colleagues which may be unsafe		

	<p>Know what to do if you have followed Sandwell mind's policies and procedures to report suspected abuse, neglect, operational difficulties or unsafe practices, and no action has been taken. Understand how Sandwell Mind's whistle blowing procedure works.</p>		
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## Standard 6: Develop as a worker

Main areas	Outcomes	Outcome achieved (managers signature)	Date
6.1 Support and Supervision	Know how and when to get advice, information and support about Sandwell Mind, your own role and responsibilities, and the role and responsibilities of others.		
	Understand the purpose of supervision and the arrangements for supervision in your service. Show that you use supervision effectively.		
6.2 Knowledge and skill development	Understand the need to gain further skills and knowledge to support and develop your work. Be aware of Sandwell Mind's training policy and understand the arrangements for ongoing training within the organisation.		