



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



All Wales induction framework for health and social care

Introduction and guidance

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Foreword for employers and managers

Every health or social care service, whether large or small, must give all new workers an induction. You should not underestimate the importance of a planned and well thought-out induction, and the positive impact it has on the quality of the service provided.

A good induction makes sure workers understand the importance of person-centred practice and the values that underpin work in health and social care. A well-structured induction will also help workers settle and become more effective in their role. It can increase employee commitment and job satisfaction, and has a positive effect on reducing staff turnover.¹

The *All Wales induction framework for health and social care* (induction framework) creates a firm basis for new workers to help them develop their practice and future careers, in and across the health and social care sectors. It also provides you with a clear understanding of the knowledge, skills and values that you need to see to make sure new workers are safe and competent to practice, at this stage of their development.

Background

The Social Care Induction Framework (SCIF) has been available as an all Wales tool since 2001². The SCIF sets out the learning outcomes workers joining the social care sector, a new organisation or taking on a new role, should meet within their first 12 weeks of employment.

The NHS Healthcare Support Worker Framework³ has been available since 2015 and provides a nationally agreed standard for the knowledge, skills and career development of the clinical healthcare support worker (HCSW) workforce in NHS Wales. The framework supports the development of current and future roles through standardisation of the scope of these roles. It sets out the educational pathways with the knowledge and skills workers need to practice safely and support career progression, increasing the professionalism of the workforce. It includes the induction, core competences, essential skills and role specific competencies required for healthcare support worker roles.

This new induction framework is designed for social care workers and healthcare support workers⁴. It covers care and support for adults, and children and young people. It provides a structure for a common induction in health and social care across Wales and outlines the knowledge and skills new workers need to gain in the first six months of employment. To make sure it meets the needs of both parts of the sector, a new section has been added on health and well-being. The induction framework's title has also been changed to the *All Wales induction framework for health and social care*.

In 2016, Qualifications Wales carried out a review of health and social care qualifications. One of the recommendations made as part of this review was developing a new suite of health and social care qualifications, which will be ready in September 2019.

1 Induction Factsheet, CIPD

2 Social Care Induction Framework versions. Version 1 – 2001 / Version 2 – 2004 / Version 3 – 2008 / Version 4 – 2012 (revised 2016) / Version 5 – 2018

3 Delivering Excellence in Healthcare: An NHS Wales Skills and Career Framework for Healthcare Support Workers supporting Nursing and the Allied Health Professions (2015)

4 Employed by NHS Wales

The revised induction framework's content mirrors the new qualifications' 'core content'. This will create a robust induction for health and social care workers before they start their practice-based or occupational competence qualification. This will also assure workers that they are being provided with the appropriate learning and support during their first period of employment and that it can be used towards the qualifications they need to practise.

The core content of the new health and social care qualifications reflects the NHS Wales's induction standards and the core competencies. NHS Wales workers must complete in their first two weeks and six months of employment.

Managers guidance

Why use the *All Wales induction framework for health and social care?*

The induction framework provides a basis for developing induction. It can be used to structure the induction process or to inform your current induction programme. The statutory guidance for Service Regulations 36 states service providers ensure they have an induction programme that equips all new staff to be confident in their roles and practice and enables them to make a positive contribution to the wellbeing of individuals using the service.

All employers have a responsibility to make sure their new workers receive a suitable induction using this induction framework. This framework will help you and the responsible individuals show that workers are completing a robust, structured induction for to make sure that regulatory requirement and contracting monitoring are met.

The induction framework has been designed and developed so it can be used by all care and support workers, whether they work in health or social care settings. However, there are additional regulatory requirements for some groups of workers.

These include:

Residential child care workers

All residential child care workers employed in Wales must register with us. Workers who do not have one of the essential qualifications listed in the Qualification Framework for the Social Care Sector in Wales⁵ can register so long as they complete the SCIF within six months.

Domiciliary care workers

From April 2020, all domiciliary care workers (workers who are employed in a regulated domiciliary care setting) must register with us. If they do not hold one of the qualifications listed on the Qualification Framework for the Social Care Sector in Wales, they will only be able to register with us if they have completed the induction framework and the induction qualification⁶. The register will open for voluntary registration in 2018.

Adult care home workers

From 2022, all adult care home workers will need to register with us. If they do not hold one of the qualifications listed on the Qualification Framework for the Social Care Sector in Wales, they will only be able to register with us if they have completed the induction framework and the induction qualification.

Clinical healthcare support workers

All new healthcare support workers employed by NHS Wales supporting Nursing and the Allied Health Professions must complete the NHS Wales Induction for clinical healthcare support workers. They must complete the induction within their first two weeks of employment and before they start to practise. They must also complete their accredited core competencies within six months and their role-specific skills within 12 to 18 months. These will total at least 46 credits.

5 <https://socialcare.wales/resources/qualification-framework-for-the-social-care-sector-in-wales>

6 The Award for Social Care Induction in Wales until August 2019. From September 2019, the core health and social care qualification

The induction framework provides a structure to help you as a manager track the progress of a new worker. It also helps identify any concerns, or the support and development needed, to enable the worker to complete the induction framework.

What does the *All Wales induction framework for health and social care cover?*

There are seven sections in the induction framework:

- Sections 1 and 2: Principles and values of health and social care (adults **or** children and young people)
- Sections 3 and 4: Health and well-being (adults **or** children and young people)
- Section 5: Professional practice as a health and social care worker (adults **and** children and young people)
- Section 6: Safeguarding individuals (adults **and** children and young people)
- Section 7: Health and safety in health and social care (adults **and** children and young people).

There is also a progress log designed to record the achievement of learning outcomes for each section.

Each section:

- identifies the knowledge, understanding and skills new workers need to gain in their induction period. This includes the core knowledge and skills that apply across all health and social care settings, as well as those that are specific to their role and workplace
- identifies the principles and values of health and social care that workers need to show.

The induction framework helps new workers by:

- stating clearly what is expected of them
- giving them an opportunity to develop the knowledge, understanding and skills that are essential for health and social care practice – in particular, the principles and values that underpin care and support
- providing support for new and changing roles and responsibilities
- creating evidence that can be used towards achieving the qualifications required for practice
- providing evidence of transferrable knowledge and skills across the sectors.

Each section includes the core learning outcomes that all workers should meet and the additional role-specific learning outcomes.

How long will the *All Wales induction framework for health and social care* take to complete?

It should take six months to complete the induction framework. However, we are aware that foster carers or adult placement/shared lives carers may take longer to complete it because of the gap between becoming an approved carer and the first placement agreement.

Similarly, there may be exceptional circumstances for foster carers or adult placement/shared lives carers (such as forms of respite provision/short breaks) that may make it difficult to achieve all the learning outcomes within six months. Where this is the case, extra time should be given and the induction framework should only be signed off once all the outcomes have been achieved.

Any other exceptional circumstances need to be considered jointly by employers and service regulators.

Who should complete the *All Wales induction framework for health and social care*?

Workers new to the sector

Workers who are new to the sector should complete the planned learning for five of the seven sections (1, 3, 5, 6 and 7 for those working with adults; and 2, 4, 5, 6 and 7 for those working with children and young people). They will also need to successfully complete/pass the assessments for each of those sections.

Everyone needs to complete the core learning, but the practice elements are specific to the worker's role. For example, those who do not support people with foot care will not be expected to show their practice in this area.

Workers new to an organisation

Health and social care workers who are new to an organisation, but have evidence they have previously achieved a relevant qualification and/or completed an induction framework, should not need to complete the whole induction framework. Accredited evidence can act as a 'passport' and give you confidence that the common induction or core learning areas have already been covered.

You should still take new workers through the policies and procedures for your workplace or their role, if they are not covered by their qualification or previous induction. As a manager, you should also observe how the worker applies their learning in practice as part of the induction process.

New workers with previous experience in a different sector or workers taking on a new role

If you manage a worker who moves across different parts of the sectors (e.g. from adult social care to children and young people social care, or health care to social care), you should find out what learning the worker has already completed as part of their qualification or previous induction framework.

This should be mapped against the requirements of their new role to identify gaps. For example, an adult social care worker moving to work with children and young people would need to complete sections 2 and 4 to top up their learning. Or an adult social care worker moving to health care who has completed the previous Social Care Induction Framework would need to complete section 3 on health and well-being adults).

How does the *All Wales induction framework for health and social care* link to qualifications?

Current links to the Award for Social Care Induction in Wales and the NHS Wales Induction for Clinical Healthcare Support Workers (nursing) accredited units.

The induction framework is mapped to the Award for Social Care Induction in Wales (the Award) and the NHS Wales Induction for Clinical Healthcare Support Workers (nursing) accredited units. The Award was developed to cover the generic and transferrable knowledge elements of the Social Care Induction Framework. These qualifications will remain in place until August 2019. Until then, social care workers who need to register with us will need to complete the Award along with the full induction framework. Healthcare workers will need to complete the accredited NHS Wales clinical induction and then undertake the qualifications relevant to their role.

Links to new qualifications from September 2019

From September 2019, the 'core' qualification for all the level 2 and 3 health and social care qualifications in Wales will mirror the generic knowledge and understanding of the induction framework. The practice elements of the induction framework will also be reflected in the practice qualifications for health and social care. This means, that as new workers undertake the induction framework, they will start gathering evidence that can be used towards achieving the qualifications they need to practice.

Workbooks

To help put the induction framework into practice and to support new workers generate some of the evidence needed to achieve the 'core' qualification, workbooks have been developed for each section of the framework.

The workbooks are made up of a number of learning activities using case studies, films and written questions to support learning. As a manager, you may wish to change, use experiential learning or add to the case studies to reflect the part of the sector you are working in. There are, however, a range of case studies available and the learning from these is transferrable across different roles and settings.

The workbooks are not a mandatory requirement but we hope they will be a helpful tool for you as managers and would strongly recommend that you use these. Completing the workbooks will provide evidence to the regulators of service that you are carrying out robust induction processes. It can also be used as evidence by the workers towards achieving a qualification. If the workbooks are being used as supporting evidence towards a qualification, the evidence will need to be judged by a qualified assessor.

Using the workbooks

The workbooks use a range of learning and assessment methods and use case studies and film clips to stimulate and help learning. They have been designed to be used as a web-based resource, an editable pdf and a plain word version.

You will need to make sure your workers have access to a computer and the internet to use the web-based version of the induction framework.

The All Wales Induction Framework for Health and Social Care is made up of seven workbooks. Those working with adults will need to complete workbooks 1, 3, 5, 6 and 7. Those working with children and young people will need to complete workbooks 2, 4, 5, 6 and 7. Each workbook covers 'core knowledge' and additional practice learning outcomes that show how the worker is applying this knowledge in their work.

The core knowledge can be completed either before the new worker starts in their role (pre-employment) or when they start their role. The induction framework should be completed within six months of their start date if they are employed.

The workbooks have spaces for the worker to record their learning as they go along and for you as their manager to record your feedback. You may wish to use other learning activities or case studies in addition to those in the workbook. Remember to make sure the worker records any extra learning in their portfolio so that it can be used towards the qualification.

There is a glossary that covers all the workbooks and provides some definitions of the terms used. Anything marked in **bold** will be included here. There's also a section that includes links and references that the new worker may find helpful. These will be updated periodically. Some of the publications we ask the new worker to look at may have been published either by us or NHS Wales. Unless we say otherwise, these will apply equally to both health and social care workers.

As the new worker progresses through the learning activities in the workbook, you will need to meet with them to see how they are doing and discuss any extra support or help they need. You should complete the progress log with the new worker and provide support if there are any gaps.

It is important the new worker keeps the evidence they have gathered by completing the workbooks. This evidence may be used towards the qualification they will need for practice, avoiding duplication of learning. Regulatory bodies may also want to sample these to make sure the induction you are providing is robust and meets our requirements, or those of NHS Wales.

We recommend that the new worker keeps the workbooks, along with any other evidence of learning in their personal development portfolio. If this is to be used towards a qualification, the assessor will need to see and judge the evidence to make sure it meets the requirements of the awarding body.

Supporting and assessing the learning of new workers

People learn in different ways. You are free to use a mixture of learning activities to best meet the needs of the new worker, as long as they meet the learning outcomes set out in the induction framework. These methods may include:

- mentoring by a more experienced colleague
- coaching
- distance learning
- e-learning
- guided reading
- structured use of supervision
- shadowing
- taught programmes / training
- group work
- practical experience
- reflective practice.

We recommend that new workers start with workbook 1 or 2 – these cover the sections about the principles and values of health and social care. This will help provide a good context for the other workbooks. You will find that workers may dip in and out of the workbooks as they are undertaking their training during their induction. This is okay, as the workbooks do not need to be completed in a linear order. As you become more familiar with the induction framework and the contents of the workbooks, you will find it easier to use a blended approach.

New workers need to be assessed to show they have successfully met the induction framework learning outcomes. Accredited learning, such as the Award or healthcare support worker accredited units, can help with this.

It is important to assess against the role or workplace-specific learning outcomes, as well as application of knowledge gained through the qualifications to practice. A range of people can assess the induction framework learning outcomes, including the worker's:

- direct line manager
- team leader
- mentor
- supervising social worker
- qualification assessor⁷.

Where this is a registered service, it is the registered manager's responsibility to sign off the evidence and confirm that the learning outcomes have been achieved and that the worker has completed the induction framework to a satisfactory standard. The progress log is a useful tool that should be used to log and track the new worker's achievements.

⁷ A qualified assessor will need to assess the evidence for it to be accepted towards a qualification or accredited unit.

There are a variety of assessment methods that can be used to judge a worker's understanding of their role and responsibilities, and their practice, including:

- completing the workbooks
- written or verbal questioning
- assignments
- case studies with questions
- presentations
- tests
- direct observation of practice
- feedback from others – for example, individuals, carers, other workers
- self-assessment / reflective accounts
- evidence of accredited training / qualifications.

Some of these are explored in more detail below:

Follow up questions: You may need to use 'follow up' questions to test the understanding of a new worker in more depth. Ideally, this should be done in a way that draws out their thinking and helps them discuss their thoughts.

Direct observation of practice: This aspect of assessment will provide evidence of how a new worker is performing in their role and how they are applying their knowledge and understanding to their practice. Constructive feedback about their practice will help new workers know how they are doing and understand the areas they need to improve in a supportive way.

Feedback from others: Feedback from individuals, carers and other workers can be valuable in establishing how well the new worker is doing. It is important that this is done in a way that is open and supportive to learning.

Reflection: The new worker can be asked to give a work-related example of something they have done and consider whether it went well, what the outcomes were and what they learnt from this. It is a good way of judging whether a worker can think through tasks and learn through reflection and analysis.

Guidance for health and social care workers

Introduction

Welcome to the *All Wales induction framework for health and social care* (induction framework). This resource will help you as a new worker, and your manager, structure your induction and make sure you are able to provide care and support confidently and competently.

What is the purpose of induction?

The first few days and weeks in a new role can be exciting and overwhelming as you get to grips with your new role. An induction will help you:

- understand your role – what is required of you and what support you can expect
- get to know your new working environment and the important information you need to do your job well
- get to know your colleagues and develop good working relationships
- understand how you can best support those you will be working with.

Induction is an important part of your professional development and will help you settle into your role and be effective in your work. Completing the induction framework will help you gain, develop and strengthen the knowledge, skills and understanding essential for your role and for health and social care practice in general. It provides a basis for your future learning and development, and shows the progress you have made to date.

Your manager will outline the arrangements for your induction. This may involve being assigned a mentor or 'buddy' who will be a more experienced colleague to support your learning. You will also be supported by regular supervision which will allow you to reflect on what you have learned and receive feedback on your progress.

It is important that you take an active part in your induction in order to make the most of this learning experience. Don't be afraid to ask questions as this helps to check out your understanding and will help you learn. Do remember there is no such thing as a 'stupid' question!

As this is a generic model for care and support workers across health and social care, your manager will need to include learning specific to your organisation and work setting. The induction framework includes pathways for adults and children and young people, so you will need to complete the sections relevant to your role. If you change jobs, it will be important to review the sections you have completed to ensure they meet the needs of your new role.

What does the *All Wales induction framework for health and social care* include?

There are seven sections in the induction framework:

- Sections 1 and 2: Principles and values of health and social care (adults **or** children and young people)
- Sections 3 and 4: Health and well-being (adults **or** children and young people)
- Section 5: Professional practice as a health and social care worker (adults **and** children sand young people)
- Section 6: Safeguarding individuals (adults **and** children sand young people)
- Section 7: Health and safety in health and social care (adults **and** children sand young people)

Each section:

- identifies the knowledge, understanding and skills that you will need as a new worker in your first 6 months. This includes the core that would apply across all health and social care settings as well as that specific to your role and workplace
- identifies the principles and values of health and social care that you need to understand and demonstrate in your work
- consists of core knowledge learning outcomes which should be met by all workers and then additional induction learning outcomes which are role-specific.

The induction framework will help you by:

- being clear what is expected of you
- giving an opportunity to develop the knowledge, understanding and skills essential for health and social care practice. In particular, the principles and values that underpin all care and support
- producing evidence that can be used towards the achievement of the qualifications needed for practice.

Who should complete the *All Wales induction framework for health and social care?*

The induction framework has been designed and developed so it can be used by all care and support workers, whether they work in health or social care settings. However, there are additional regulatory requirements for some groups of workers.

These include:

Residential child care workers

All residential child care workers employed in Wales must register with us. Workers who do not have one of the essential qualifications listed in the Qualification Framework for the Social Care Sector in Wales⁸ can register so long as they complete the SCIF within xxx months.

Domiciliary care workers

From April 2020, all domiciliary care workers (workers who are employed in a regulated domiciliary care setting) must register with us. They will only be able to register with us if they have completed the induction framework and the induction qualification⁹. The register will open for voluntary registration in 2018.

Adult care home workers

From 2022, all adult care home workers will need to register with us. They will only be able to register with us if they have completed the induction framework and the induction qualification.

Clinical healthcare support workers

All new healthcare support workers employed by NHS Wales supporting Nursing and the Allied Health Professions must complete the NHS Wales Induction for clinical healthcare support workers. They must complete the induction within their first two weeks of employment and before they start to practise. They must also complete their accredited core competencies within six months and their role-specific skills within 12 to 18 months. These will total at least 46 credits.

8 <https://socialcare.wales/resources/qualification-framework-for-the-social-care-sector-in-wales>

9 The Award for Social Care Induction in Wales until August 2019. From September 2019, the core health and social care qualification

How long will the *All Wales induction framework for health and social care* take to complete?

It should take six months to complete the whole induction framework. If you are a foster carer or adult placement/shared lives carer, it might take longer than six months to complete due to the gap between becoming an approved carer and the first placement agreement. Similarly, some foster or adult placement/shared lives carers might only offer respite/short breaks care and in such circumstances extra time will be given to make sure you are able to meet all the learning outcomes.

Getting started

Each section of the induction framework includes a number of headings. Under each heading, you will find the core knowledge learning outcomes that you will cover during your induction. This learning will be achieved through:

- attending training or undertaking e-learning
- guided reading
- one-to-one discussion e.g. in supervision
- observing other staff members
- having a mentor
- team meetings.

These learning outcomes are then turned into 'doing' outcomes – that is, how you show you understand and can put into practice what you have learned about that particular topic or area of practice. You might be asked to show what you've learned by:

- answering questions, written or verbally
- being observed at work
- reflecting on what you have learned and how you might improve your practice further.

Any written work should be organised into a portfolio. Evidence from completing your induction framework can be used towards the gaining future qualifications for your role. It is important to keep it safe as your portfolio will also provide evidence of your learning for your employer, regulators of services and other employers if you were to change jobs in the future.

Your manager has a responsibility to make sure you have enough time and support to complete the induction framework.

You should show what you've learned by completing and updating the progress log for each section, on a regular basis. The progress log will help you and your manager record your learning and the learning outcomes you've achieved.

Assessing your induction

Your manager will be assessing your progress throughout the induction period to make sure you understand and are able to apply what you have learned in practice, and that you reach a satisfactory level in your work.

Your manager will be expected to:

- agree and plan with you how you will be assessed. This will fit also with your organisation's probationary process if they have one
- guide you in gathering evidence of what you have learned and how this is recorded
- meet with you regularly throughout your induction to make sure you get regular feedback, guidance and support
- help you complete the progress log that records the learning outcomes you have achieved and how they have been assessed.

Progress log example

Evidence used	Assessed by whom and when	Signatures and date
Record of evidence used to show that you met the learning outcome. If you already have suitable evidence of prior learning or skills covering the learning outcomes, these should be recorded in this column. This may include certificates / qualifications e.g. All Wales Moving and Handling Passport.	This can be done by a manager, team leader or an appropriate member of staff. If you already have appropriate evidence of prior learning please state here the title of the certificate/ qualification, the name of the awarding organisation and the date you achieved the award.	You and your manager should sign and date here to confirm learning outcomes have been successfully achieved. Your manager's signature will also confirm they have seen and accepted any certification / qualification as evidence of prior learning.

Assessment as part of a qualification

If you are using the workbooks as evidence towards your qualification, this will need to be formally assessed. Your manager will help you.

Workbooks

A series of seven workbooks have been developed to help you with your learning.

If you work with adults, you will need to complete workbooks 1; 3; 5; 6 and 7. If you work with children and young people, you will need to complete workbooks 2; 4; 5; 6 and 7. Each workbook covers both 'core knowledge' and additional practice learning outcomes that show how you are applying this knowledge in your work. If you are employed, this needs to be in the context of your role. The core knowledge can be completed either before you start work (pre-employment) or when you start in your new role. The whole induction framework needs to be completed within 6 months of your start date if you are employed.

Using the workbooks

You may find that as a result of the order of the training that you receive during your induction period, that you dip in and out of the workbooks. This is fine but we do recommend that you start your learning by completing the first exercise in workbook one or two as this will help to put the rest of your learning into context.

The workbooks use a range of the learning and assessment methods listed above and use case studies and film clips to stimulate and help learning. They have been designed to be used as an online, web based resource, an editable pdf and a plain word version.

You will need to make sure that you have access to a computer and the internet to use the web based version of the induction framework.

The workbook has spaces for you to record your learning as you go along and for your manager to record their feedback. Your manager or employer may wish to use other learning activities or case studies in addition to those in this workbook, remember to record any extra learning so that it can be used towards your qualification.

If you are completing this workbook before you start work, there will be some questions that you cannot answer yet. You can complete these when you start in your new role. If you have a work placement, there is a section at the end of each workbook that you should complete.

There is a glossary that covers all of the workbooks and provides some definitions of the terms used, anything marked in **bold** will be included here. There are also some links and references at the end of the document that you may find helpful. Some of the publications that we ask you to look at may have been published either by Social Care Wales or NHS Wales, unless we say otherwise, these will apply equally to both health and social care workers. As you are working your way through the learning activities in the workbook, your manager will meet with you to see how you are doing and discuss any extra support or help that you need. They will complete the progress log with you and help if there are any gaps.