**All Wales induction framework for health and social care frequently asked questions**

**The All Wales Induction framework for Health and Social Care is now available.**

It is for health and social care workers who are new to the sector, organisation or job role. It covers the principles, values, knowledge and skills workers need to carry out their new role competently.

**What’s changed?**

* a new title – to include health and the social care sectors
* new sections added – health and well-being (adults or children and young people)
* time to complete extended to six months

**What does it include?**

The induction framework has seven sections:

* 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)

Progress logs and workbooks support learners with each section.

As part of the resources to support the implementation of the framework we have developed

* information and guidance for managers
* glossary of terms
* additional links and resources.

**If a worker has completed the induction framework and workbooks with their previous employer, do they need to complete it again?**

No.

But, there will be specific things they need to know about:

* the organisations structure
* policies and procedures
* the ethos and vision
* the people they will support.

They won’t need to repeat training on

• health and safety

* safeguarding etc.

This is more about how the knowledge they have can be applied in the new setting.

**How can managers be sure that the new worker has the knowledge and skills needed to carry out their role?**

There will be no need to train all new workers from scratch.

Some of the key practice learning outcomes from the induction framework will need to be checked, such as

* the way they communicate
* how they embed the principles and values of health and social care in their day-to-day work

This will make sure that the worker has the right knowledge and skills.

These are the same type of areas you would measure during probationary periods.

Any additional learning identified can then be arranged, rather than them having to do the whole thing again.

As well as valuing the knowledge and experience the worker comes with, it makes economic sense.

You could also ask to see their completed workbooks to get a good idea of the quality of their learning.

**Do managers need to ask to see a copy of the evidence they used to complete the framework?**

Yes, it is always a good idea to see this, it will give you a good benchmark as a starting point.

**What if a worker says their old employers won’t let them have a copy of their CPD portfolio or qualification certificates?**

There is an [Employers Code of Professional Practice for Social Care.](https://socialcare.wales/cms_assets/file-uploads/Employer-Code-2018.pdf) All social care employers have to uphold this, and are accountable to Care Inspectorate Wales if they don’t.

The employers’ code says employers must:

*‘Provide robust and accessible induction, learning and development opportunities to help workers do their jobs effectively and prepare for new and changing roles and responsibilities. This includes giving workers access to their personal learning and development record’.*

If you know of any employers who withhold personal learning and development records, including the induction framework or certificate, you should report it to Care Inspectorate Wales.

**Is the induction framework mandatory for all social care workers?**

Yes, the statutory guidance for Regulation 36 in RISCA sets out the following:

*‘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 well-being of individuals using the service.’*

*‘Social care workers complete the relevant induction programme required by Social Care Wales within the defined timescale alongside any service-specific areas.’*

**This new version of the induction framework looks very big. How can I best support my workers to complete it?**

The induction framework has comprehensive [guidance for managers and workers](https://socialcare.wales/cms_assets/file-uploads/AWIFHSC-Intro-and-Guidance.pdf) that should help. We appreciate that it takes time for anything new to bed in and it will become easier as people become more familiar with the content.

There are a lot of similarities between the new induction framework and the Social Care Induction Framework that was in place from 2001 until this year.

The progress logs are the same format, the sections on health and safety and safeguarding are comparable, as is a significant amount of the content in the professional practice and principles and values sections.

It may be helpful for managers to focus on the areas that they are not familiar with.

We have developed a series of [workbooks to help with implementation.](https://socialcare.wales/collections/all-wales-induction-framework-for-health-and-social-care-2018-version)

Managers could complete these themselves to support their own professional development and to get more familiar with the framework. The workbooks and resources have lots of helpful links to legislation, guidance etc.

**This will be a lot more work for managers, they are already really busy and struggling with workloads.**

This may seem like extra work, but in the long run it will save resources and help managers provide a much better service. A good induction will:

* help recruitment through ‘word of mouth’ recommendations and result in people wanting to come to work for you
* help with staff retention. Staff will feel valued and invested in. Job satisfaction increases
* give confidence to individuals using services, their families/ carers
* meet the requirements of regulators of services and commissioners
* make sure workers are well trained and more confident in providing better care and support, positively impacting well-being.

**Who can take a new worker through the induction framework?**

The registered manager is responsible for signing off the completed induction framework. They need to be sure the new worker has completed it all.

A range of different people can support this, including:

* a mentor
* team leader
* deputy manager
* course tutor
* assessor
* for foster care services, it would likely be the supervising social worker.

The registered manager needs to check that everything has been covered and sign off the certificate at the end.

All registered managers should be capable of assessing the competency of their workers – this is an essential part of their role regardless of registration.

**Are the workbooks mandatory?**

Not currently. The workbooks have been made available as a tool to support employers, and help workers develop the knowledge and skills that they need during the induction period.

**What if a new worker is finding it difficult to complete their induction in the first 6 months?**

Resources are available to help new workers complete in the timescales. We’re happy to explore how else we can help.

All workers should be able to complete the induction framework within 6 months, whether in full time or part time employment. A lot of the content is what should be covered within an induction anyway e.g. safeguarding and health and safety. There may also be mitigating circumstances such as ill health that may need to be considered.

A new worker may have to register with us, and complete the qualification that goes with the induction framework to be able to register.

When the new induction or ‘core’ qualifications are launched in September 2019, some new workers will be starting new jobs with this if they have completed the qualification through a college or preparing to work scheme pre-employment. The manager will only need to test out their practice then.

**How does the induction framework link to qualifications and to registration?**

More information can be found at

<https://socialcare.wales/domcare>

<https://socialcare.wales/collections/domiciliary-care-worker-resources>

**What about workers who have no internet access, or, who aren’t good with IT?**

There are 3 versions of the framework

* A downloadable word version that can be used offline and printed.
* A PDF with expanding boxes for answers. This can also be downloaded, used without internet and printed
* An on-line Learning Zone or Moodle version. Workers can create a personalised account and complete on-line. The manager is notified when it’s ready to review. (available shortly)

There’s more guidance for managers and workers on our website:

[https://socialcare.wales/learning-and-development/all-wales-induction-framework-forhealth-and-social-care](https://socialcare.wales/learning-and-development/all-wales-induction-framework-for-health-and-social-care)

**Will Care Inspectorate Wales and contract monitoring be looking for the same induction framework?**

Yes. We have recently run workshops with all inspectors of services on the changes to induction. So, they will be aware of what to look for during inspections.

**What other support is available to support the implementation of the induction framework?**

Winter workshops

We will be running workshops in January 2019 to help managers with the implementation of the framework.

If interested in the workshops, please contact Joanne.Morgan@SocialCare.Wales

The Winter workshops will be advertised on our events pages shortly <https://socialcare.wales/events>

**Facilitation grant**

Briefing sessions and support will also be available in your area. Each of the seven regions in Wales have been given funding by Social Care Wales as part of the Facilitation Grant.

One of the priorities of the grant for 2018-19 is to support the implementation of the all Wales induction framework in the social care sector. Briefing sessions, events and other support is being offered in each of the regions.

To find out what’s happening in your area, contact the lead person within your region.

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Again, we are happy to explore how else we can help.