**All Wales induction framework for health and social care**

**Briefing presentation notes**

**Slide 2**

* An induction provides a foundation for workers who are new to a particular social care role. It is vital that workers who are new to social care complete an induction programme so they can begin to understand the sector.
* All workers in a new role should have an induction, regardless of whether or not they hold the required or recommended qualification, to understand their specific role within the service. 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 care and support 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.
* An induction 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 you need to see to make sure new workers are safe and competent to practice, at this stage of their development.
* The Social Care Induction Framework was first introduced in 2001, it has been reviewed approximately every four years since that date to reflect changes in the sector and the way that services are organised and provided.
* Due to the significant amount of change in the sector, we intended to carry out a light touch review of the framework in 2016, to make sure the references to legislation were up-to-date.
* However, in doing so, we could see that the language used within the framework was badly out of date and did not reflect the language used within the Social Services and Well-Being (Wales) Act 2014. There had also been discussions with health colleagues about extending the framework to accommodate an understanding of health well-being so that it could be used for workers in both health and social care settings. It was therefore decided that a full-scale review was needed.
* There is also a regulatory requirement for all social care workers to undertake a robust induction using the induction framework we recommend (Regulation 36, Regulation and Inspection of Social Care Act (Wales) 2016).
* In 2015, we launched the Award for Social Care Induction in Wales. This is a small qualification that covers the generic knowledge elements of the *Social care induction framework*. The intention was to have a knowledge-only qualification that would provide the building blocks for workers to progress on to one of the practice qualifications – either the level 2 or 3 diploma in health and social care.
* The award was piloted with excellent results, with learners reporting they felt more confident in their roles and going on to complete the diploma qualifications. Managers also reported a positive impact with a greater understanding of person-centred approaches that was demonstrated in practice.
* We felt that the use of the award, alongside the completion of the framework, offered the potential to strengthen registration requirements for residential child care workers. The current situation is that residential child care workers can register once they have completed the *social care induction framework*, they are then required to complete the practice qualification – the Level 3 Diploma in Health and Social Care (Children and Young People) during their first three-year period of registration. We felt this requirement would be more robust, if it was accompanied by completing a formal qualification.
* We carried out a consultation and were minded to take this forward in a change to the regulations. However, at that time, the Welsh Government announced that domiciliary care workers would be required to register from 2020 and adult care home workers from 2022. Shortly after, Qualifications Wales decided to carry out a sector review of vocational qualifications for the health and social care, and childcare sectors.
* In the light of these decisions, we felt it was best to wait for the outcome of the review and then take a whole-sector approach to using an induction qualification to provide a foundation of learning that could be used as a requirement for registration.
* Following consultation with the sector during the spring of 2017 about the revised content of the induction framework, new, updated versions were made available to the sector in December 2017, with the new framework to be implemented in April 2018.

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* It is intended that the revised induction framework will be used as a joint framework across health and social care. New sections have been added about health and well-being to reflect this. The title of the induction framework has also been changed to the *All Wales induction framework for health and social care* (the induction framework). This will support integrated ways of working.
* We have made changes to the language to reflect the Social Services and Well-Being (Wales) Act 2014.
* We have also made changes to take into account the requirements made by the Older People’s Commissioner’s report, *A Place to Call Home: A Review into the Quality of Life and Care of Older People living in Care Homes in Wales*. Some of the requirements included:
  + the physical and emotional needs of older people, including older people living with dementia
  + adult safeguarding, emotional neglect and ‘never events’
  + how to raise concerns
  + good communication and alternative methods of communication for those living with dementia and/or sensory loss
  + supporting without disabling
  + the rights and entitlements of older people
  + care, compassion, kindness, dignity and respect.
* We have extended the time a worker has to complete the induction framework to six months to take into account the new sections on health and well-being, and because the induction is larger.

**Slide 4**

* The review, carried out by Qualifications Wales, of the health and social care, and childcare, qualifications highlighted a number of issues. These included,
* learners not feeling prepared for the workplace
* inconsistent approaches to induction
* duplication of learning at different levels
* As part of the new suite of qualifications, we have developed a ‘core’ health and social care qualification. This covers all the generic knowledge and understanding that every worker needs, regardless of their role, and it mirrors the content of the new induction framework. All new workers will need to complete the ‘core’ qualification before they start their practice qualification, regardless of whether this is level 2 or level 3.
* This will help remove issues, such as duplication of learning, because if workers have completed the level 2 core and practice qualifications and move on to a level 3 role, they will need to complete the level 3 practice qualification.

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* Welsh Government made a decision to register the domiciliary care workforce, and as we hold a qualifications-based register, we need to identify the appropriate qualifications for these workers.

* From April 2020, when registration becomes mandatory, the ‘core’ qualification can be used for initial registration. This will need to be completed within six months of the new worker’s start date. They will then have three years from the date of registration to complete the practice qualification relevant to their role. These qualifications are listed in the *Qualifications framework for social care and regulated childcare*. <https://socialcare.wales/qualification-framework>

* Between April 2018 and April 2020, domiciliary care workers can apply to register on a voluntary basis. Further, up to date information can be see on the registration pages <https://socialcare.wales/registration/domiciliary-care-workers-registration>

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**Demonstration**

There are seven sections within 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).

**Progress logs**

Show an example of what these look like, suggest progress log section 5 (Professional practice).

Each of the seven progress logs are broken down into:

* **headings** – for example, 5.5. Personal conduct of health and social care workers
* **objectives** – for example, the importance of upholding the profession of health and social care workers
* **core knowledge learning outcomes** –identifies the knowledge and understanding new workers need to gain in their induction period. This includes the core knowledge that applies across all health and social care settings, as well as those that are specific to their role and workplace
* **additional AWIF learning outcomes** –confirms practice in the workplace
* **Evidence used** – a space to note down what evidence was used to meet the objective
* **Assessed by who and when** – who assessed that the worker was able to meet the objective. 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 assessor.

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

* **Signatures** – to be completed by the person who carried out that assessment. It is the manager’s responsibility to sign off the whole induction framework once it’s completed.

Workers don’t have to complete some elements of the additional AWIF if they’re not part of their role (such as moving and positioning).

**Workbooks**

* These have been developed to help put the induction framework into practice and to help new workers generate the evidence they need to complete the progress logs and support the learning towards the assessment of the the ‘core’ qualification.
* The workbooks are made up of a number of learning activities using case studies, films and written questions to support learning. 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. The 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 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 for supporting evidence towards a qualification, the evidence will need to be judged by a qualified assessor.
* If learner isn’t yet in employment, they can complete the knowledge learning outcomes and then can come back to practice-based activities later when in a role.
* There is a column down the right-hand side of each workbook that is to be used by qualification assessors to record notes.
* Workbook reflection heading – this heading gives an opportunity for the learner to reflect on what they have learned during this workbook.
* Practice placement reflection – this heading gives an opportunity for those who are completing the workbook through placement to complete a short reflective account of what that have learned.
* There is a section at the end of each workbook for qualification assessor/learner discussion. These are to be used when the workbooks are put forward as evidence towards the completion of further qualifications.

**Introduction and guidance**

An introduction and guidance document has been developed that can be used as a guide for managers and for workers.

**Glossary**

* There is a glossary that covers all the workbooks and progress logs, and provides some definitions of the terms used. Anything marked in **bold** will be included here. Its aim is to ensure consistency in the meaning of some of the terms used.

**Resources**

* There’s also a section that includes links and references that the new worker may find helpful.

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**Word version**

* These were available from December 2017. This is a plain version of the induction framework that can be completed by the worker and then printed.
* This is a plain version that can be printed in black and white.
* This version can also be downloaded and used offline without access to the internet.

**Pdf version**

* These were available from the beginning of February 2018. This is a full colour, interactive version that can be completed by the worker. It includes editable boxes.
* This is a more colourful, attractive version.
* This can be downloaded and used offline without access to the internet.

**Interactive version**

* Available in Spring 2019. This has been developed as a format that allows learners to complete the workbooks on an online platform.
* Allows the manager to review the completed sections and provide comment. You will need to make sure your learners have access to a computer and the internet to use the web-based version of the induction framework.
* Create an online account.
* The worker can keep a record of their learning.