



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



Consultation on the review of the Social Care Induction Framework

Summary report and next steps



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Introduction

This is a report of the responses received from the consultation on the review of the social care induction framework. It is aimed at providing detail on the purpose of reviewing the induction framework at this time, including the rationale for creating a joint induction with health; an overview of the responses received, along with key themes identified and areas for action.

Background

The Social Care Induction Framework (SCIF) has been available as an all Wales framework since 2001. The SCIF set out learning outcomes that workers joining the social care sector, a new organisation, or undertaking a new role should meet within the first 12 weeks of employment.

The SCIF was designed to be applicable across all parts of the social care sector and has alignment with the Early Years and Childcare Induction Framework. The National Minimum Standards state that induction programmes should take account of the SCIF. Since 2008 the completion of the SCIF has been a requirement of registration for those residential child care workers who do not hold a specified qualification.

The SCIF has been reviewed and revised every four years since 2001; the last review took place in 2012.



Purpose and scope of the consultation

There have been many changes across the social care workforce in recent years that relate to national and local changes in strategy, policy and practice. As a result, the content of the SCIF is outdated and not consistent with that of the Social Services and Well-Being (Wales) Act 2014.

Therefore, this review is timely to reflect these changes and to ensure that the new induction framework is fit for purpose.

It is intended that the revised induction framework will be used as a joint framework across health and social care. It is becoming increasingly recognised that there is a need to better prepare health and social care workers for a more joined-up approach to the delivery of services.

The complexity of care and support now being provided in community settings requires new workers to be able to work flexibly and confidently to deliver outcome focussed, person-centred care. Having a clear understanding of roles and responsibilities is an important part of working safely; effectively and efficiently. New workers also need to have an understanding of 'enabling' and reablement approaches to service provision, which are aligned with the principles of the Social Services and Well-being (Wales) Act 2014, and how such ways of working are carried-out in practice. Therefore, new sections have been added on health and well-being to reflect this. The title of the induction framework has also been changed to Health and Social Care Induction Framework (induction framework).



One Framework would have the following benefits to both sectors:

- Provide the workforce with a foundation and consistency of knowledge that would support joined up ways of working and the development of joined up roles and services.
- Joint training would build relationships and a better understanding of each other's roles
- The ability to move across different parts of the sectors and the possibility of "one workforce"
- Potential to have national/central commissioning for the delivery of training, which would support improved economies of scale
- Strengthen partnership working across health and social care at strategic and operational levels e.g. joint use of resources
- Healthcare support workers undertaking the joint induction framework would also achieve the Core Skills Training Framework competences prior to being employed within the Health Boards and Trusts.

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 the development of a new suite of health and social care qualifications, which will be ready for delivery in September 2019. It is intended that the content of the revised induction framework will mirror that of the 'core content' of the new qualifications. This will create a robust induction for health and social care workers before they start the practice based or occupational competence qualification for their role. This will make sure that all new workers are being provided with appropriate learning and support during their first period of employment. This can then be used towards the achievement of the qualifications required for practice.

The review has also taken account of requirements made by the Older People Commissioners report, A Place to Call Home: A Review into the



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; 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.

As part of this review, key proposed changes to the induction framework consulted on included:

- Title to be changed to 'Health and Social Care Induction Framework'
- New sections for health and well-being
- Changes to language to reflect Social Services and Well-being (Wales) Act 2014 and other key current policy and guidance
- Changes made to reflect the requirements set out in 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'
- Period of time to complete the whole induction framework extended to six months with key sections identified for completion within first 12 weeks.

Consultation methodology

The focused consultation ran for eight weeks between 28 April and 23 June.

The sector was given the opportunity to respond via an online questionnaire hosted on SurveyMonkey or through attendance at an all Wales consultation event on 24 May in Mid Wales.

In addition, Rhondda Cynon Taf local authority hosted a number of focus groups to gather feedback on the revised framework. Also, managers who attended the Regional Manager Forum in Newtown were given an

opportunity to feed into the consultation process.

Who responded to the consultation?

In total we received 170 responses to the consultation. These responses were gathered in a number of ways:

- 72, of which 49 were fully completed, responses via Survey Monkey
- 47 attendees at the All Wales consultation event
- 58 attendees via focus groups arranged by Rhondda Cynon Taf
- 11 attendees in a Social Care Wales Regional Manager Forum
- Five direct responses via e-mail

A number of these responses were received from representative organisations including the Older Peoples' Commissioner for Wales (OPC), United Kingdom Homecare Association (UKHCA) and the Fostering Network. We also received positive responses from trade union representatives.

In addition, a number of local authorities responses gathered together representative views of a number of providers where feedback was gathered through facilitated workshops or focus groups.

Of the 170 respondents:

56% were employers / managers

12% were learning providers

27% were representative organisations, e.g. OPC, UKHCA

3% other

Feedback and key themes

The overall feedback received was extremely positive with 71% stating that the language was clear and understandable and 66% agreeing that the



content reflected what new worker needed to know and be able to do within the first six months of employment.

As part of the consultation, we also asked whether some key areas identified reflected what workers needed to be able to know and do within the first 12 weeks of employment. The sections included:

- The principles and values of health and social care (section 1 or 2)
- Aspects of health and well-being (section 3) which are essential to the workers role e.g. if they support individuals with personal care, they will have completed this part
- Professional practice as a health and social care workers (section 5)
- Safeguarding individuals (section 6)
- Aspects of health and safety in health and social care (section 7) which are essential to the workers role.

Due to the larger content of the framework, identifying these key areas for completion within the first 12 weeks - with workers then going on to complete the remainder of the framework by the end of 6 months - was intended to provide a guide to employers on areas for new workers to complete during their initial employment. Despite overall agreement (66%) with these suggestions, the comments made via the online consultation, and in particular, discussions at the consultation event, provided us with evidence that these suggestions were, in fact, not helpful. How the framework is to be completed should be decided on by the manager / employer. Some of the reasons given were that it was too much to cover within 12 weeks; with some disagreeing with what had been highlighted and suggesting different sections for completion.

In their response, the Fostering Network outlined what they thought was good as well as some concerns they had around the revised framework. They particularly welcomed the terminology in the glossary

which would help provide foster carers with clarity and provide context for foster care settings. They also intend to incorporate the revised induction and any resources which are developed into their Foster Carer's charter and toolkit which they are in the process of developing.

It was recognised by respondents that additional time to complete the framework would be needed by foster / adult placement carers to reflect that they may not have a child or adult placed with them within the first six months.

Size and content

Although the majority agreed with the relevance and applicability of the content:

'On the whole, the core content reflects what employers would want new staff... to know and be able to do'

Some concerns were also highlighted regarding the size of the revised framework. Despite the extended timescales, some believed that learners would struggle to complete the whole framework within six months.

Others had concerns that completion of the framework would be a mere 'tick box' exercise.

Regardless of these anxieties, 70% who responded to the online survey, stated that the content reflected what new workers needed to know and be able to do during their first 6 months in post and comments included:

'a lot to cover but it's the basis of everything else, so it's important', 'very big, but essential' and 'big section... but realise that these things need to be included'.

As such, no suggestions were made as to sections that should be taken out, as they were all deemed too important not to be included in the final

version. This too was the strong message received at the consultation event.

The sector particularly welcomed the addition of:

- Social media in professional practice
- New sections on health, acknowledging the importance of raising awareness of these areas for a more joined up approach to working
- More than just words

Language and level

Whilst the majority (71%) think that the language is clear and understandable, stating that the 'language is easier to read' some others strongly expressed their concerns that the language would be too complex for new workers, believing that:

'for those that have never worked in the health and social care environment before the language is very difficult to understand'

At the focus groups that were held in November and December 2016 to gather feedback on the initial draft content we received extremely positive feedback on the Welsh translations, with participants stating that the:

'Welsh version of the content is very clear and understandable. Best translation of English content seen in a long time. This would encourage more people to take the qualifications through the medium of Welsh.'

This feeling was reiterated at the consultation event, but some additional observations were made such as:

'some terminology in Welsh can seem complicated because they are not terms that are widely used, e.g. active participation.'



It was therefore suggested that some additional words could be added to the glossary of the Welsh versions to help overcome this.

Discussions at the consultation events and focus groups led to agreement that anxieties would be eased if what was being asked of new workers was presented in a more user- friendly way:

‘needs to be there, but more user friendly.’

Through the revisions, we will simplify the language where possible, and develop workbooks and resources to go with the induction framework to help the sector understand and meet the requirements.

It is important to remember, that the revision of the induction framework is taking place alongside the development of the core content of the new qualifications for health and social care. This is as an opportunity to strengthen the links between the foundation of knowledge that is needed to help new workers carry out their roles both confidently and competently, before moving on to complete the ‘practice’ qualification once they have passed their probationary period. The content of this revised framework will mirror that of the new Level 2 qualification ‘Health and Social Care: Core’ and evidence from completion of the induction framework can be used for the qualification. For the mandatory registration of domiciliary care workers by 2020 and adult care home workers by 2022, we need to ensure now that we will have a robust qualification in place that could be used for initial registration followed up by completion of the required practice qualification within a specified amount of time. Please follow this link for further information on this

<https://socialcare.wales/consultations/transforming-care-in-the-21st-century>

The mandatory registration of new groups of workers is intended to deliver increased public assurance, assist professionalisation of the workforce and ultimately improve quality of care. Having this induction in place now, is an incremental approach to prepare the sector for what will be needed in the future and will help make sure the workforce have the right skills to protect, empower and support those who need help. Workers need to be able to familiarise themselves and comply with the registration requirements, including the standards they will need to meet and the qualifications they must have.

Format

As part of the consultation we also gathered useful feedback on the formats the sector would like the induction framework presented in (whether that be hard copy; interactive electronic version; writable / editable PDF; Mobile App version). The majority, of respondents wanted the framework to be available in many or all of these formats:

‘All of the above formats would be useful as some formats may meet some people’s needs more than others’.

Therefore, consideration needs to be given to this as we are developing the resources.

Actions

To address feedback received from the consultation, we suggest the following actions:

- Simplify language wherever possible
- Simplify presentation and make more user friendly – i.e. workbook / resources to help complete framework
- Test out digital workbook formats with direct care and support workers
- Insert glossary at the beginning of each section



- Provide guidance on how the induction framework can be included into individual organisations and general training packages
- Add learning outcomes for health promotion – as referenced in the new regulations and the consultation response from a number of respondents including the Older People’s Commissioner.
- Include reference to the mandatory requirement for completion of the induction framework within social care settings (regulation 35 Regulation and Inspection of Social Care Act (Wales) 2016), within the introductory guidance
- Set up a series of briefing sessions and a briefing pack that can be used by sector partners

The above key themes and areas for action were presented to the Induction Framework Advisory Group on 26 June, where they received full support.

Conclusion and next steps

This report demonstrates that whilst the majority welcome the content and agree with the changes that have been made to the framework as part of this review, we have to take into consideration the concerns that have been expressed regarding the size and the language of the new framework.

The next phase of this work will involve developing user friendly and interactive workbooks and resources to accompany the induction framework. This work will be important to make sure that it is successfully implemented and embedded across the health and social care sectors. Without these resources, there is a risk that the induction framework will not be used in practice, and where it is used it will not be completed to a high standard.



For us to be able to provide the sector with adequate support to be able to implement the induction framework, a decision has been made to postpone the launch until the end of November.

This will allow sufficient time to make the necessary changes to the induction framework to include sector feedback as well as develop the accompanying resources. Opportunities are built into the timescales that will allow us to gather feedback from direct workers on draft versions of the workbooks and learning resources, which will ensure that they are robust and are what the sector needs. The health sector will launch for health care workers at a later date that is to be confirmed.

Consideration also needs to be given to the format that the resources will be made available in. Whilst we acknowledge the need to move towards a more digital approach, and work towards the Welsh Governments strategy Informed Health and Care: A Digital Health and Social Care Strategy for Wales, we must take account of the feedback from the sector on the need for the induction framework to be made available in a variety of formats, including hard copy or at very least downloadable.

Next steps will include:

- Revise content to reflect sector feedback
- Set up task and finish group
- Develop workbooks and accompanying resources for implementation
- Test out resources and formats
- Launch revised induction framework in November
- Briefing sessions from December onwards
- Implementation of the induction framework from April 2018

If you would like to be involved in testing the draft resources, then please send your contact details to gethin.white@socialcare.wales

