



Social Care Induction Framework for Wales

This guidance is for those responsible for workers during an induction period

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Social Care Induction Framework for Wales

Foreword

Social care services in Wales need a confident and competent workforce which feels valued and has clear career pathways, as prioritised in *Sustainable Social Services for Wales: A Framework for Action (February 2011)*¹. Services need to be able to put the citizen at the centre of service delivery, ensure the protection of vulnerable people and work across professional boundaries to raise and maintain standards of support and care to reflect the aims of *Fulfilled Lives, Supportive Communities (February 2007)*².


The *Social Care Induction Framework for Wales* aims to support the workforce by providing a structure upon which induction can be based. It supports a common understanding to induction in social care in Wales by outlining the knowledge and competence workers need to demonstrate in their first 12 weeks of employment, whether they are new to social care or new to an organisation or role.

The *Social Care Induction Framework for Wales* has been reviewed during 2011-12. Views from the social care sector were sought through a series of events and meetings across Wales and have strongly informed the content of the framework. The revised framework also takes account of changes to qualifications and National Occupational Standards to assist progression and workforce planning. The learning objectives in the framework are mapped to the *Code of Professional Practice for Social Care*, mandatory social care qualification units and the relevant National Occupational Standards.

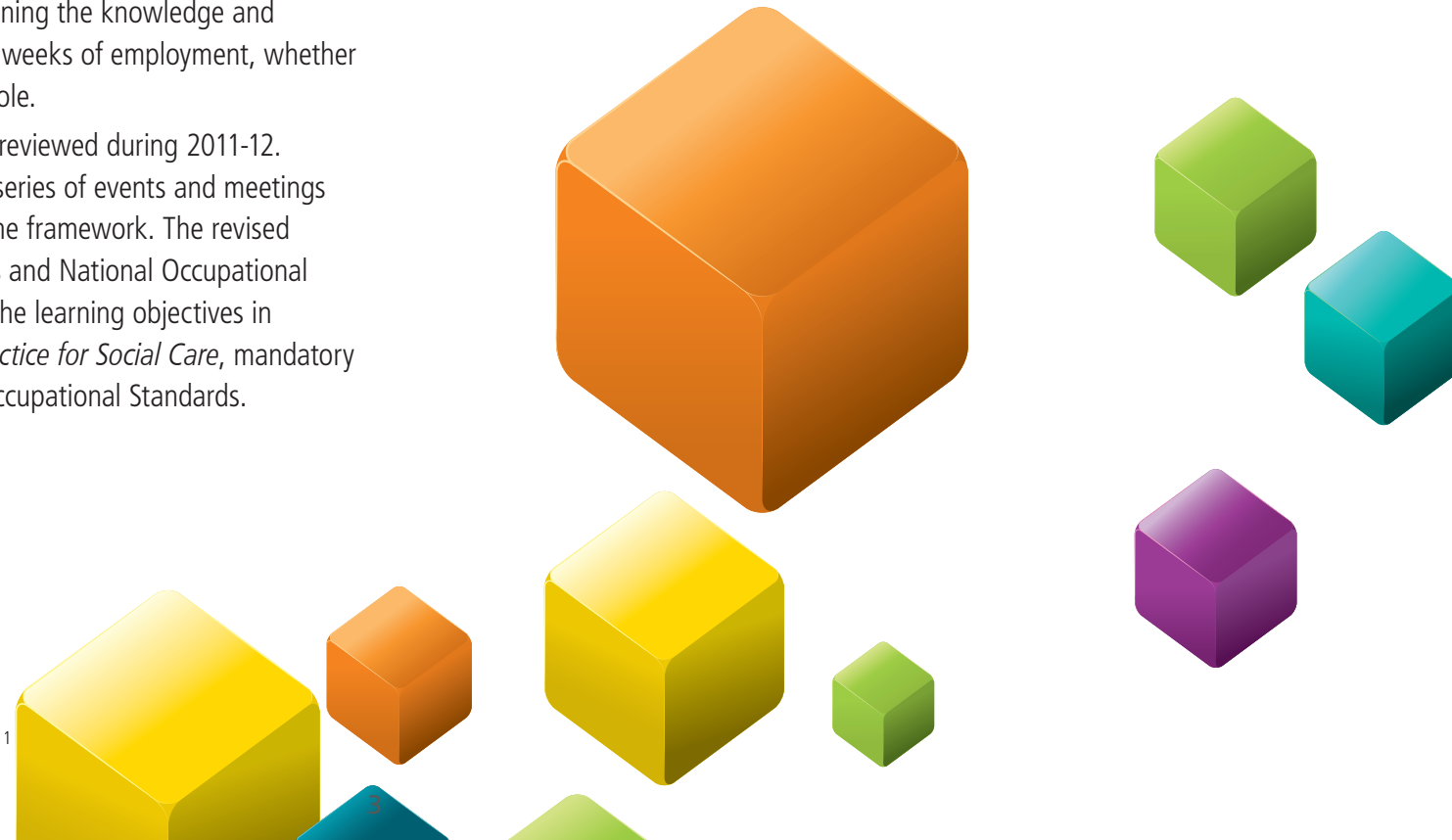
The Care Council wishes to thank those who have contributed their time and views to the review and helped to make the *Social Care Induction Framework for Wales* relevant and accessible to social care services in Wales today.



Rhian Huws Williams
Chief Executive



Arwel Ellis Owen
Chairman



¹ Sustainable Social Services for Wales: A Framework for Action, Welsh Government, February 2011

² Fulfilled Lives, Supportive Communities, Welsh Government, February 2007

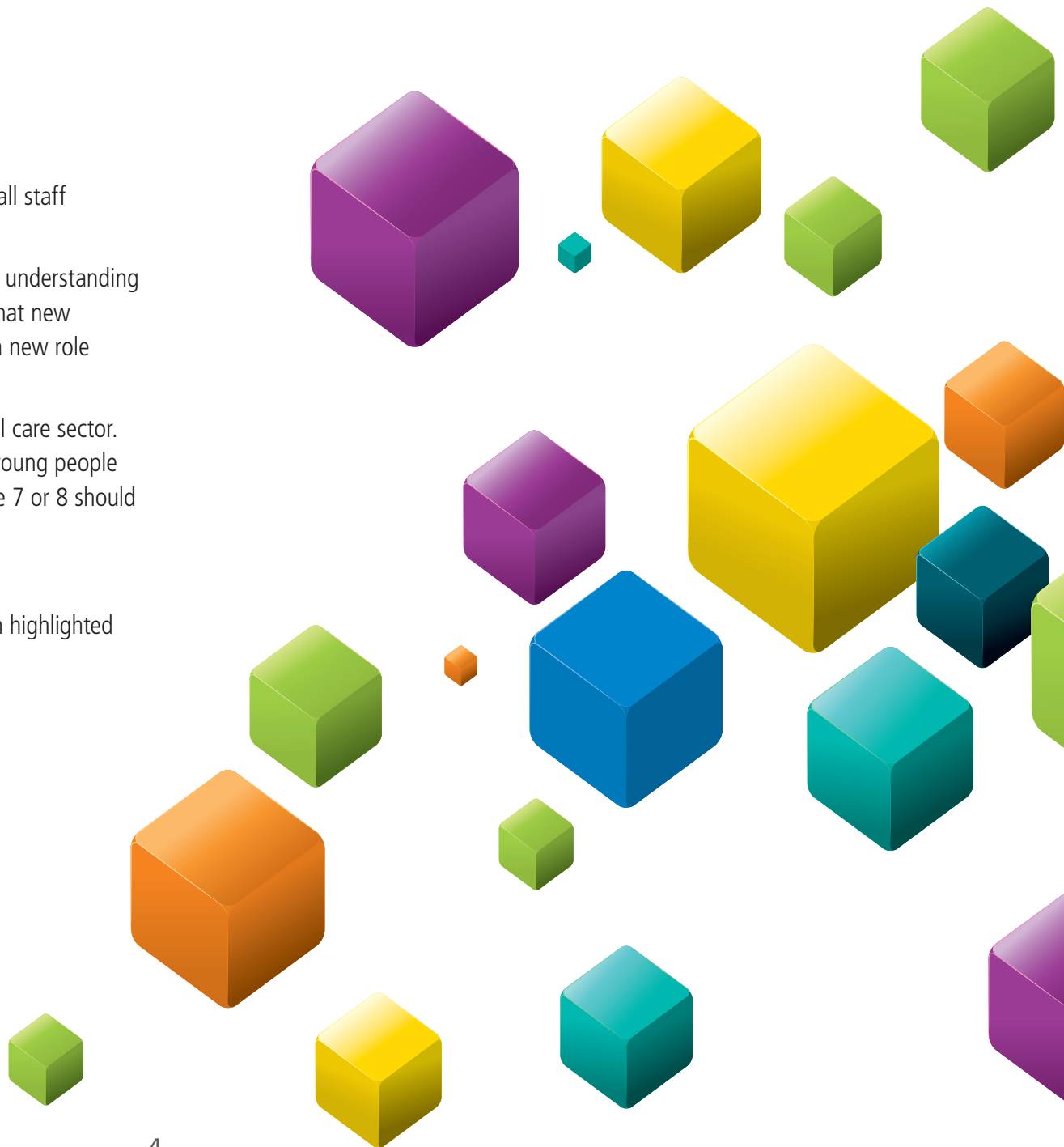
Introduction

Induction is the introduction to social care practice and as such applies to all staff working in social care.

The *Social Care Induction Framework for Wales* (SCIF) supports a common understanding to induction in social care in Wales. The SCIF sets out learning outcomes that new workers joining the social care sector, a new organisation or undertaking a new role should meet in their first 12 weeks of employment.

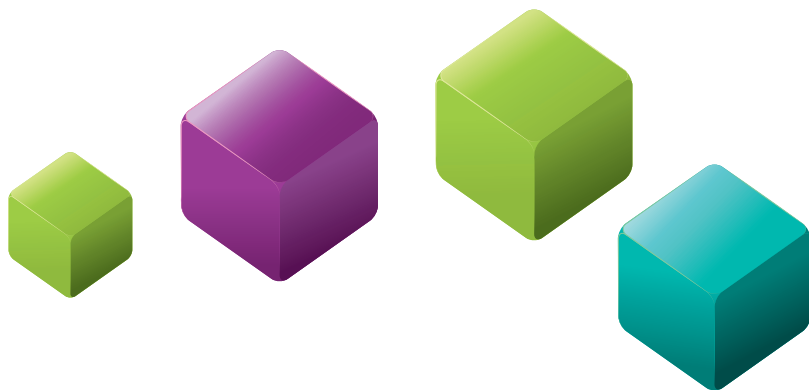
The SCIF has six common Learning Objectives for new workers in the social care sector. Learning Objective 7 is specifically for workers working with children and young people and Learning Objective 8 for those working with adults. Learning Objective 7 or 8 should be completed in addition to the six common Learning Objectives.

Please note that induction outcomes that are workplace specific have been highlighted in **bold**.



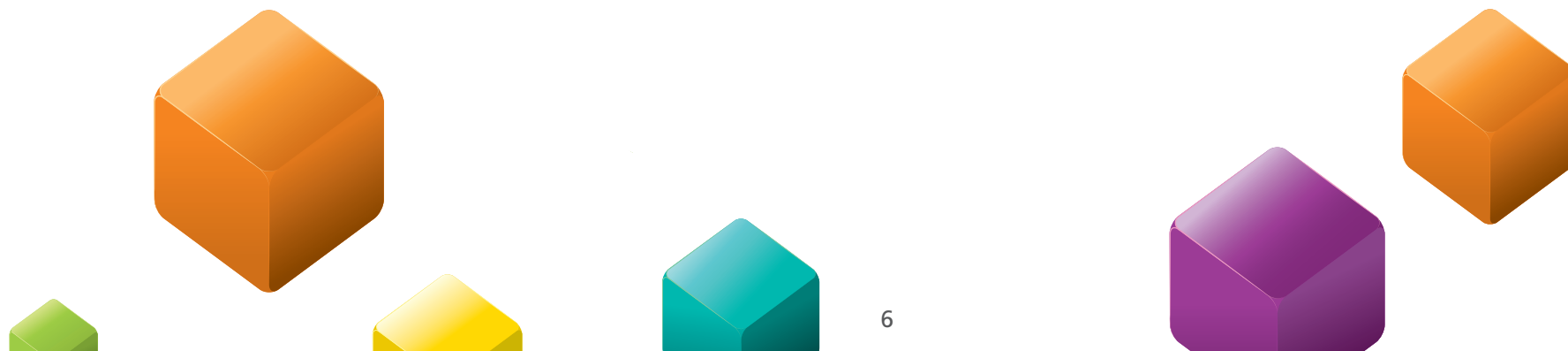
Learning Objective 1 - Understand the principles and values of care

Contents	Learning Outcomes
Values	1. You ensure that individuals are treated with dignity and respect
	2. You understand the importance of listening to the views of individuals, carers and families
	3. You promote independence and empowerment of individuals and ensure that they are at the centre of your work
	4. You understand diversity and value and respect those with different backgrounds and lifestyles
	5. You value the cultural, religious and linguistic backgrounds of all people living in Wales
	6. You understand the importance of Welsh language and culture in supporting individuals
	7. You recognise and deal with discrimination and you promote equality
	8. You are aware of your own values and behaviour and the impact of these on your work with individuals
	9. You recognise that the individuals you support have the right to take risks
Confidentiality	1. You recognise the individual's right to privacy
	2. You understand the meaning of confidentiality and know when it is and is not right to share information
	3. You are aware of the legal framework governing issues of confidentiality



Learning Objective 2 - Understand the organisation and your role within it

Contents	Learning Outcomes
Your role in the organisation	1. You understand the ethos and structure of the organisation you work for and your role within it
	2. You understand your own job description, what it requires you to do and the limits of your role
Your role as a worker	1. You understand your professional responsibilities as outlined in the <i>Code of Professional Practice for Social Care</i>
	2. You understand your role in recognising and responding to the individual's needs
	3. You understand the role of other workers in your organisation and those in other agencies and the importance of working in partnership with them
	4. You understand the importance of working in partnership with individuals, families, carers and advocates
	5. You understand the responsibilities and boundaries of your relationship with those you support
	6. You understand and apply your responsibilities for risk assessment in line with the organisation's policies and procedures
	7. You understand how to report any matters that affect the welfare and safety of individuals with whom you are involved
	8. You understand your duty to report practices of others that are unsafe or conflict with the organisation's policies, procedures and values
Policies and procedures	1. You know what the organisation's policies and procedures are, how to access them and are able to understand and implement them
	2. You are aware of the legal framework within which you operate in your role



Learning Objective 3 - Maintain safety at work

Contents	Learning Outcomes
Health and safety	1. You are aware of the key legislation relating to health and safety in your work setting and the responsibilities of a) yourself b) your employer c) colleagues and d) individuals, families and carers
	2. You are able to carry out your responsibilities under health and safety legislation
	3. You understand what is meant by a risk assessment in relation to health and safety
	4. You are aware of relevant procedures and how to apply these, in particular your responsibility to record and report concerns and incidents
Moving and positioning	1. You understand the basic principles and techniques of moving and positioning that apply to your role
	2. You understand the limits of your role in relation to moving and positioning
	3. You are aware of key legislation and organisational procedures covering moving and positioning
	4. You know how to assess risks concerning moving and positioning and are aware of good practice techniques
Fire safety	1. You understand your organisation's responsibility for fire safety in your workplace and are able to promote fire safety to others
Emergency First Aid	1. You understand basic first aid techniques relevant to your role
	2. You know when it is appropriate to apply basic first aid and when you should seek medical help
Infection prevention and control	1. You understand the main routes to infection and how to prevent the spread of infections in your workplace
Medication and health care procedures	1. You understand your organisation's policies and procedures and your role and limits in relation to medication and health care procedures
Security	1. You are aware of security arrangements that are in place to ensure that a) you b) individuals and c) other staff are safe at work
	2. You are able to identify and report potential security risks at work and know the safeguards that are in place to minimise these

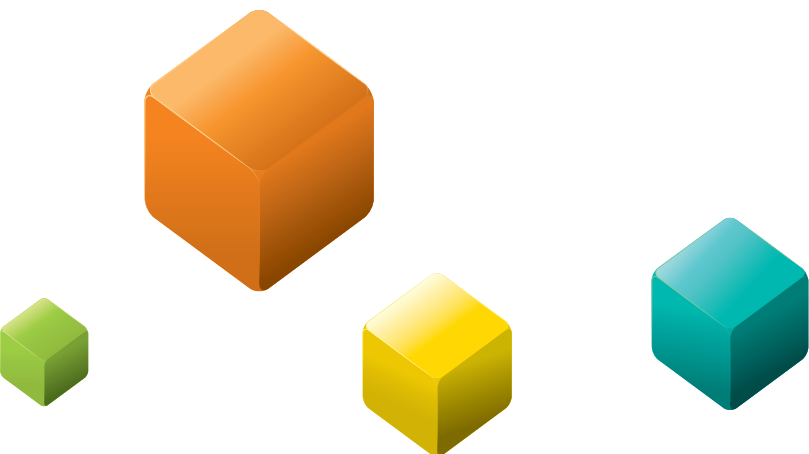
Learning Objective 4 - Listen and communicate effectively

Contents	Learning Outcomes
Recognise and understand the importance of all forms of communication	1. You are able to identify and use various communication methods that are applicable to your role
	2. You understand why listening is an important skill and how to do this effectively
	3. You are aware of factors that impact on good communication including potential barriers and how to overcome these
	4. You understand the need to meet the communication and language needs, wishes and preferences of a) individuals, b) families, c) carers and d) others
Handle information in health and social care settings	1. You understand the need to record and report information
	2. You can identify what needs to be recorded and reported and how to do this
	3. You understand and follow your organisation's policies and procedures on record keeping
	4. You keep records secure and confidential



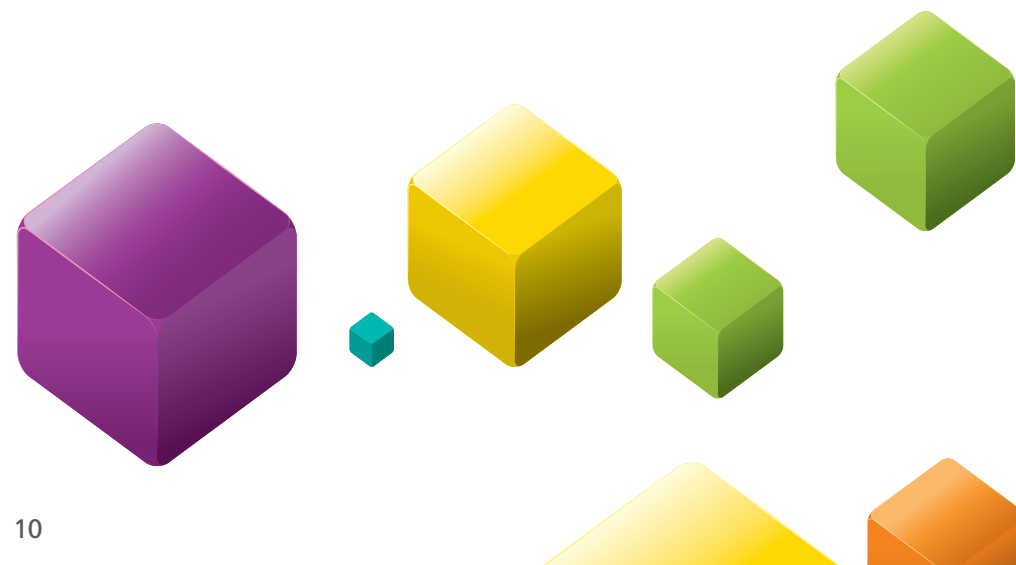
Learning Objective 5 - Safeguarding

Contents	Learning Outcomes
Legislation, policies and procedures	1. You are aware of the legislation as well as national and local policies that apply to safeguarding
	2. You understand local and organisational policies and procedures that apply to safeguarding of individuals you work with (children and/or adults) and how to apply these in your work
Understand and recognise different types of abuse	1. You can identify the main categories of abuse and neglect and can recognise the common signs and symptoms associated with them
	2. You understand that individuals have a right to be protected from abuse and neglect
	3. You understand the need to ensure that your own actions and behaviours are not detrimental to the individual you are working with
Understand how to respond to suspected abuse or neglect	1. You understand the need to immediately report any concerns about possible abuse or neglect and know how and when to report these to the appropriate person
	2. You recognise the importance of continuing to raise concerns if they are not being addressed after being reported and know how to do this
	3. You understand the boundaries of confidentiality and when to share information



Learning Objective 6 - Continuing Professional Development

Contents	Learning Outcomes
Support and supervision	1. You know how to get information and advice about: <ul style="list-style-type: none"> • The organisation • Your own role and responsibilities • The roles and responsibilities of others
	2. You understand the purpose and arrangements for supervision and appraisal in your work setting
	3. You understand your own role and responsibility in relation to supervision
Learning and development	1. You understand the responsibilities of yourself and your employer to support and develop your work through the acquisition of competence and knowledge
	2. You are aware of your organisation's requirements regarding learning and development for your role
	3. You know how to work with your line manager to agree and follow your personal development plan
	4. You know how to get advice, information and support for your role both from within your organisation and from external sources



Learning Objective 7 - Working with children and young people

Learning Objective 7 is specifically for workers working with children and young people and should be completed in addition to the six common Learning Objectives.

Contents	Learning Outcomes
Values	1. You recognise the importance of the child's family/significant others and work to positively support and develop their strengths in the interests of the child
Child centred approaches	1. You understand and apply the legal framework that exists to safeguard and promote the welfare of children including the Welsh Government's seven core aims for children and the United Nations Convention on the Rights of the Child
	2. You understand the duty to make the best interests of the child paramount and demonstrate this in all aspects of your practice
	3. You treat children with respect and help them to grow up having positive life skills that enable them to make informed choices that are appropriate to their age and development
	4. You are a positive role model for children who is reliable, honest and supports them in all aspects of their life
	5. You build on the strengths of children and their families/significant others and listen to their views about risk and safety
	6. You understand the importance of maintaining professional boundaries in your dealings with children and young people and their families/significant others
Communicating with children	1. You understand the main factors that might promote or inhibit good communication with children and young people and can apply this knowledge to your role
	2. You understand and can demonstrate how to take account of the different stages of child development when communicating with children
Child development	1. You demonstrate an understanding of child development and show that you can apply this in your work with children
	2. You understand the basic principles of how children form attachments and the importance of these to their development and well-being
	3. You understand and recognise the impact that negative experiences can have on a child's development and behaviour
	4. You understand that the child's stage of development and life experiences may impact on their understanding of safety and their risk taking behaviour
	5. You understand what children need to stay healthy - physically, mentally and emotionally
Behaviour	1. You understand the main underlying causes that impact on children's behaviour
	2. You are aware of your organisation's policy and procedure on promoting positive behaviour and managing challenging behaviour
	3. You understand the influence of your own behaviour on children and young people's development
Transitions	1. You know the significant milestones which mark transition in the lives of children and young people
	2. You understand how to support young people to acquire the skills, self-confidence and knowledge to prepare them for adult life

Learning Objective 8 - Working with adults at risk

Learning Objective 8 is specifically for workers working with adults and should be completed in addition to the six common Learning Objectives.

Contents	Learning Outcomes
Person centred approaches	1. You understand the legal and procedural framework that exists to safeguard and support individuals
	2. You understand the importance of ensuring that the individual is at the centre of your work and the need to take their wishes and feelings into account in developing support plans
	3. You understand the importance of maintaining professional boundaries in your dealings with individuals
	4. You promote independence and support individuals to make choices whenever possible
Working with adults with health and social care needs	1. You are aware of the impact of health and disability on the individuals you are working with and demonstrate an understanding of these in your work
	2. You understand that people's life experiences will impact on who they are and how they may behave and show that you take account of this in your work
	3. You are aware of your organisation's policy and procedure on promoting positive behaviour and managing behaviours that challenge services
	4. You understand what individuals need to stay as healthy as possible – physically, mentally and emotionally

