

NursingDirect

POLICY NUMBER: **48**

POLICY TITLE: **INDUCTION & TRAINING OF TEMPORARY WORKERS**

WHO MUST ABIDE BY THIS POLICY? **ALL EMPLOYEES: PART TIME, FULL TIME OR TEMPORARY**



INDUCTION AND TRAINING OF TEMPORARY WORKERS

THE PURPOSE OF THIS POLICY

Nursing Direct has a detailed training and induction process that all Temporary Workers are required to undertake prior to undertaking any assignment on behalf of Nursing Direct and annually thereafter.

BASIC LIFE SUPPORT

The session schedule follows the criteria laid down by the UK Resuscitation Council. The learning outcomes include the physical demonstration of Basic Life Support (BLS) and a demonstration of the UK Resuscitation Council knowledge criteria.

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness of BLS
- The participants will be able to state they are aware of their role and the role of others in relation to BLS
- The participants will be able to state that due to their increased/renewed awareness of BLS they can make a competent and confident contribution where BLS is required.

The content of the session includes the following subjects:

DANGER

Assessment of dangers a participant may meet Response Gaining a response from a victim.

AIRWAY

Maintaining airway Breathing Includes checking for breathing includes recovery position.

CIRCULATION

Checking for circulation and the provision of chest compressions where appropriate.

BREATHING

Providing rescue breaths where appropriate.

CHOKING

Assisting a conscious or an unconscious choking victim

MANUAL HANDLING

The aim of the session is to examine manual handling and the issues that are most relevant to health care workers

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness of manual handling
- The participants will be able to state they are aware of their role and the role of others in relation to manual handling
- The participants will be able to state that due to their increased/renewed awareness of the issues surrounding manual handling they can make a safer contribution when manual handling, thus make a significant contribution to health and safety.

The content of the session includes the following subjects:

- Introduction to manual handling Relevant legislation
- Employers' responsibilities
- Employees' responsibilities
- Risk assessment: ELITE
- Clients' rights (including RCN code of practice)
- Anatomy of the spine
- Causes of injury including statistics
- Principles of Bio-mechanics
- Unsafe techniques
- Practical moves: Base lift, falling clients, assisting fallen clients, chair to standing, standing to sitting, Chair to chair, bed moves.
- Hoist and the use of other aids
- The assessment of candidates is undertaken on a continuous basis throughout the session.

FIRE SAFETY

The session schedule is as follows:

The learning outcomes are the examination of Fire Safety and Procedure and any particular issues that are relevant to health care workers.

The goals and outcomes of the session are:

The participants will be able to state they have an increased/renewed awareness of fire safety and procedures

The participants will be able to state they are aware of their role and the roles of others in relation to Fire Safety and Procedure

The participants will be able to state that due to their increased/renewed knowledge of Fire Safety and Procedure they are safer health care workers

The content of the session includes the following subjects:

- Introduction to Fire Safety and Procedure Lesson
- The Triangle of Fire
- Classification of Fires
- Evacuation
- Establish Local Knowledge
- Home Care Setting
- Discovery of Fire
- Fire Alarms
- Progressive Horizontal Evacuation and flowchart
- Evacuating patients and visitors
- Evacuating non-ambulant patients
- Fire Extinguishers
- BS EN3 European Standardization
- Factors to take into account when using a Fire Extinguisher
- The Classification of Fire Extinguishers
- Water Extinguishers Methodology in applying the contents of a water extinguisher
- Hose Reels
- CO2 Fire extinguishers
- Methodology in applying the contents of a CO2 Fire extinguisher
- Dry Powder
- Methodology in applying the contents of a Dry Powder extinguisher
- Running Liquid Fire
- Foam
- Methodology in applying the contents of a foam extinguisher
- Fire Blanket
- Policing Fire Safety

The assessment of candidates takes place via an online exam.

HEALTH AND SAFETY (1974 AND 1999 ACTS) INCLUDING RISK INCIDENT REPORTING

The session schedule is as follows:

The aim of the session is to examine Health and Safety issues that are relevant to health care workers

The goals and outcomes of the session are:

The participants will be able to state they have an increased/renewed awareness of the relevant Health and Safety legislation.

The participants will be able to state they are aware of their role and the roles of others in relation to Health and Safety.

The participants will be able to state that from the statistics and survey examined they have an increased/renewed awareness of the health and safety risks they may face.

The participants will be able to state they have an increased/renewed awareness of the risks of 'buying in new danger and an increased/renewed awareness of the risk assessment process.

The participants will be able to state that due to their increased/renewed awareness of Health and Safety knowledge they are safer health care workers.

The content of the session includes:

- Introduction to the Health and Safety Training Session
- Legislation/Roles and Responsibilities
- Health and Safety Legislation
- Health and Safety Executive
- Regulations
- Guidance Notes and Approved Codes of Practice
- The Interaction of Responsibilities
- Positive Health and Safety Culture
- Statistics and Findings

- RCN - Working Well Survey
- Bullying and Harassment by Members of Staff
- Latex Allergy
- Needle stick/sharp injuries
- Reducing the risks associated with sharps and
- Other Sources of Health and Safety
- Information
- Health and Safety at Work Act 1974 and Other Legislation
- Duties-The Employees
- Management of Health and Safety at
- Work Regulations 1999
- Risk Assessment (including risk reporting)
- Employee Safety Representatives
- The General Public needle stick injuries
- Buying in New danger
- A situation where a health care worker may 'buy in danger' is where he/she buys a new ward
- Risk Assessment Steps

The assessment of candidates takes place via an online exam.

COSHH - CONTROL OF SUBSTANCE HAZARDOUS TO HEALTH

The session schedule is as follows:

The learning outcomes are the examination of COSHH and the issues that arise from COSHH that are most relevant to health care workers.

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness of COSHH.
- The participants will be able to state they are aware of their role and the roles of others in relation to COSHH.
- The participants will be able to state that due to their increased/renewed awareness of COSHH they can fulfil their roles in the control of hazardous substances thus make a significant contribution to health and safety.

The content of the session includes:

Introduction to COSHH

What substances are covered?

What is a workplace for COSHH purposes?

- Employers' duties
- Risk assessment
- Recording findings
- Assessment review
- Employee consultation
- Prevention of exposure
- Control measures
- Employees' duties
- Maintenance of control measures
- Monitoring exposure
- Health surveillance
- Information and training
- Dealing with accidents and emergencies
- Hazardous substances in healthcare

The assessment of candidates takes place via an online exam.

RIDDOR - REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURANCES REGULATIONS

The session schedule is as follows:

The learning outcomes are the examination of Riddor and the issues that arise from Riddor that are most relevant to health care workers.

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness of RIDDOR.
- The participants will be able to state they are aware of their role and the roles of others in relation to RIDDOR.
- The participants will be able to state that due to their increased/renewed awareness of RIDDOR they can fulfill their roles in the control of hazardous substances thus make a significant contribution to health and safety.

The content of the session includes:

- Introduction to RIDDOR

- Reporting under RIDDOR
- Reporting Death and Major
- Injuries
- Over 3 day injury
- Diseases
- Infections
- Dangerous Occurrences
- Examples of reportable and non-reportable dangerous occurrences
- Deficit in Reporting
- The Accident Book

The assessment of candidates takes place via an online exam.

INFECTION CONTROL - INCLUDING MRSA AND CLOSTRIDIUM DIFFICILE

The session schedule is as follows:

The learning outcomes are examination of infection control and any issues that are specifically relevant to health care workers:

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness of infection control
- The participants will be able to state they are aware of their role and the roles of others in relation to infection control
- The participants will be able to state that due to their increased/renewed awareness of infection control their nursing and caring practice will take account of the principles of infection control included in this training session.

The content of the session includes:

- Introduction to the Infection Control Training Session
- Infection - principles and practice
- Infection control in the hospital setting
- Hospital-acquired infection
- The cost of hospital-acquired infection
- Protozoa
- Helminths
- Ectoparasites
- Resident and transient micro-organisms
- Infection and disease
- Pathogenicity
- Hand hygiene (including naked below elbow)
- Protective clothing - gloves Management of sharps
- Decontamination and re-processing of equipment
- Epidemiology
- Types of hospital-acquired infection
- Legislation and expert guidance
- Framework for infection control management
- Basic microbiology
- Micro-organisms
- Bacteria
- Bacterial toxins
- Bacterial multiplication
- Growth requirements of bacteria
- Destruction of bacteria in the environment
- Chlamydiae, Rickettsiae and
- Mycoplasmas Viruses
- Prions
- Fungi
- The chain of infection
- Patient susceptibility
- Sources of infection
- Contact transmission
- Droplet and air-borne transmission
- Blood and blood contaminated body fluid transmission
- Faecal-oral transmission
- Vectors
- Risk assessment
- Risk management in infection control
- Assessing risks
- Planning management
- Principles of infection control
- Standard precautions
- Environmental cleaning
- Spillages
- Waste management
- Linen
- Specimens
- Staff health
- Isolation
- Contact precautions
- Respiratory precautions
- Enteric precautions
- Food hygiene in the ward kitchen
- Aseptic technique

- Care of intravenous devices
- Indwelling urinary catheters
- Surveillance and audit Case studies

The assessment of candidates takes place via an online exam.

LONE WORKER

The session schedule is as follows:

The learning outcomes are the examination of the personal safety of the lone worker any specific issues that are relevant to health care workers:

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness of the personal safety issues concerning lone worker status.
- The participants will be able to state they are aware of the strategies they can choose to adopt in relation to personal safety and the lone worker.
- The participants will be able to state they are aware of the strategies that can be introduced by their organisation in relation to increasing the personal safety of alone workers.
- The participants will be able to state that due to their increased/renewed awareness of personal safety issues arising from being a lone worker they are and feel safer performing their work.

The content of the session includes:

Introduction to the 'Lone Worker' Training Session

- Lone Worker Training advice
- Definition of Lone Working
- Work Activities Known to Carry a High Risk of Violence to Staff
- Why does Lone Working offer more risks to workers?
- Strategies for the safety of lone workers - PLAN
- Diluting the risk of being a lone worker
- Keeping Colleagues Aware
- Planning Correct Equipment
- Planning for 'What ifs'
- What ifs Examples
- Planning for better policies
- Goals and Outcome for Session

The assessment of candidates takes place via an online exam.

HANDLING OF VIOLENCE AND AGGRESSION

The session schedule is as follows:

The learning outcomes are: the examination of the 'handling of violence and aggression' and any specific issues that are relevant to health care workers.

The goals and outcomes of the session are:

- The participants will be able to state they have an increased/renewed awareness concerning how to handle violence and aggression.
- The participants will be able to state they are aware of the strategies they can choose to adopt in relation to avoiding and if required handling violence and aggression.
- The participants will be able to state that due to their increased/renewed awareness of handling violence and aggression they are and feel safer performing their work.

The content of the session includes:

Introduction to the 'Handling Violence and Aggression' Training Session

What is violence and aggression?

- Physical Violence
- Non-Physical Violence
- Putting Risks in Perspective
- Work Activities Known to Carry a High Risk of Violence to Staff
- Facts and Figures
- Main focus of bullying and harassment (percentages)
- The Implications of Bullying and Harassment
- Harassment and assaults by patients/relatives
- Percentages of major injuries and over 3day injuries
- Handling Violence not involving physical attack
- The Control Trilogy
- Summary of Control Trilogy
- Physical Attack
- Flight

- Compromise
- Fighting Back - Fighting Free
- Self Defence
- Planning for 'What ifs'
- Recognising early warning signals

The assessment of candidates takes place via an online exam.

FOOD SAFETY

During this session the following areas will be addressed:

Why food hygiene is especially important in Social care

What is Food Safety?

The Science of food Safety – How does Food Poisoning Occur

It is the Law! We will examine the key legal aspects concerned with food handling

What steps you and your organisation should take?

In examining what steps should be taken in relation to food hygiene we will address the following areas:

- Personal hygiene
- How to store food
- How to prepare food
- Pests
- Clean areas
- Food handling

CALDICOTT PROTOCOLS

The session schedule is as follows:

The learning outcomes are the examination the Information Governance, Data Protection and Caldicott protocols and confidentiality and any issues that are specifically relevant to health care workers.

The goals and outcomes of the session are:

The participants will be able to state they have an increased/renewed awareness of the Information Governance, Data Protection and Caldicott protocols and confidentiality.

The participants will be able to state they are aware of their role and the roles of others in relation to Information Governance, Data Protection and Caldicott protocols and confidentiality.

The participants will be able to state that due to their increased/renewed awareness of the Information Governance, Data Protection and Caldicott protocols and confidentiality their health care practice is more respectful of the confidential information they become acquainted with.

The content of the session includes:

Introduction to Information Governance, Data Protection and Caldicott Protocols

What are the Information Governance, Data Protection and Caldicott Protocols?

What is patient-identifiable information?

- The Law concerning Confidentiality
- Statutory Exceptions
- The Public Interest Exception
- Serious crime and National Security
- Risk of Harm
- Professional Codes of Conduct
- Consent
- Information Governance, Data Protection and Caldicott Principles
- Sample protocol provided in the Information Governance, Data Protection and Caldicott Report
- Confidentiality - NHS Code of Practice
- NHS Confidentiality Code – Requirement

The assessment of candidates takes place via an online exam an online exam.

POVA

Content of session

The session will address the following areas:

- Roles and Boundaries
- Danger Harm and Abuse
- Social norms, values and perceptions
- Legislation and guidance in relation to safeguarding of vulnerable adults
- Each area is further broken down into further sections
- The parts of the section will relate to outcomes that you will achieve as you
- Progress through the session.

Roles and Boundaries

We will now address of your role, responsibility and the applicable boundaries that apply to you as a worker in relation to safeguarding individuals from danger, harm and abuse.

Understanding the nature of abuse and neglect.

To be able to respond to abuse and protect our clients we must first be able to recognize abuse.

Here we will examine the following terms:

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Financial Abuse
- Institutional Abuse
- Neglect by self
- Neglect by others
- Social norms, values and perceptions.

During this part of the session we will examine how as a social care worker you may face dilemmas in relation to abuse due to social norms and values.

Legislations, Policies and Procedures - Here we will examine the legislation, policies and procedures that are relevant to abuse and neglect. It must be recognized that elements of the policies and procedures may be bespoke to the Organisation you work for. It is important you find out what they are. Understand the organization's policies and procedures. It is important that you understand your organization's policies and procedures with regard to the safeguarding of vulnerable adults from danger, harm and abuse.