

## **GLOBAL HEALTHCARE NAVIGATOR LTD**

### **POLICY NUMBER: 4**

### **POLICY TITLE: Training and Development**

#### **Mandatory and Statutory Training**

**Mandatory Training** is compulsory training that is determined by our organisation to ensure safe and efficient delivery of services. This type of training is designed to reduce organisational risks and comply with local or national policies and government guidelines.

**Statutory Training** is required by law or where a statutory body has instructed an organisation to provide training on the basis of specific legislation (i.e. the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999). This training type is generally compulsory to ensure staff have the required knowledge to maintain a healthy and safe working environment for yourself, Service users and colleagues.

The Global Healthcare Navigator Ltd accepts training certificates from most third-party service providers, provided that the certificate meets the relevant compliance requirements. The Global Healthcare Navigator Ltd can gladly recommend Training Suppliers to you. All training must have been completed during the past 12 months and thereafter you are required to renew all training on an annual basis (except for Advanced Life Support). Written confirmation of training received at another employer, organisation or Framework Agency is also acceptable.

#### **Mandatory Training Required by the Department Of Health for ALL Health Workers:**

- Only training aligned to the UK Core Skills for Health Framework will be accepted

- Basic/Immediate Life Support is valid for 1 year only (annual update) - Adult or Paediatric as appropriate. Must be compliant with the Resuscitation Council of the UK guidelines. Advanced Life Support is valid for 4 years. For details on available courses throughout the UK, please go to the Resuscitation Council UK website.
- Manual Handling (Nurses, Care Assistants & Allied Health) Lone Worker Training
- Handling Violence & Aggression/Conflict Resolution
- The Caldicott Protocols
- Health and Safety, including COSHH and RIDDOR
- Infection Prevention and Control, including MRSA & Clostridium Difficile
- Complaints Handling
- Equality and Diversity

**Additional Mandatory training required by the Department of Health for ALL Nurses and Care Assistants:**

- Manual Handling Fire Safety
- Safeguarding Children & Young People
- Safeguarding Children & Young People - Level 1 and Level 2 (SOCA 1 or 2)
- Safeguarding of Vulnerable Adults (SOVA)

**Training Appropriate to Your Qualifications:**

Note: Many of our Clients require current training certificates for the training courses listed below.

Please check with your Global Healthcare Navigator Ltd compliance consultant if you are not sure what is needed.

- Mental Health Speciality Training - Working in a mental health facility.  
Example: Breakaway,
- Control and Restraint, MAPA, PMVA.
- Resuscitation of the New Born - Midwives
- Interpretation of Cardiotocography Traces - Midwives
- Food Safety - Required if you handle food
- Epilepsy

## **UK Core/Clinical Skills Training Framework Subjects**

The Global Healthcare Navigator Ltd can offer you and assist with cost effective and time-saving online training for the following courses:

- Your Health Career
- Consent Communication
- Information Governance, Record Keeping and Caldicott Protocols
- Promoting Person Centred Care in Health and Social Care
- Privacy and Dignity in Health and Social Care
- Fluids and Nutrition Awareness
- Food Hygiene
- Duty of Care in Health and Social Care
- Dementia Awareness
- Mental Capacity Act 2005/2007 including DOLS
- Preventing Radicalisation
- RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrences Regulations)
- Safeguarding Vulnerable Adults (SOVA) and Child Protection (SOCA) Level 1, 2 and 3
- Sepsis Awareness
- Health, Safety and Welfare
  
- Handling Medication and Avoiding Drug Errors – Level 2
- Blood Component Transfusion
- Blood Component Transfusion

All these courses are available as online training. Full details are available at:

[www.globalhealthcarenavigator.com](http://www.globalhealthcarenavigator.com)

## **Domiciliary Care Training**

Agency Workers that work within a domiciliary setting, may be required to undergo all additional training courses prior to placement in domiciliary packages. In cases where Agency Workers assist with medication, medication training will be required on an annual basis. In addition to this the agency will identify package specific requirements, and you will be required to either provide evidence to the agency that

you meet the standard of training required. Domiciliary workers will normally be required to undertake shadow shifts/orientation in advance of being placed with a Service User for the first time. All training must be updated annually. Care Assistants will be specifically inducted for their roles within a domiciliary care environment and must work in accordance with the care plan that is in place at all times.

### Evaluations Of Service (EOS)

At the end of every assignment the Global Healthcare Navigator Ltd provides two sets of Evaluations of Service (EOS) to both Agency Worker and Client. Clients are asked to supply feedback on the service they have received from the Global Healthcare Navigator Ltd and to provide a reference for the Agency Worker.

Agency Workers are asked to give feedback on the Service they have received from the Global Healthcare Navigator Ltd and also feedback on the Assignment. This information can then be used to advise future Agency Workers. Both positive and negative feedback is actively encouraged so the Global Healthcare Navigator Ltd can act upon it to improve its quality of service.

### Appraisals

For ongoing work in the NHS you are required to be appraised annually. The following are the requirements:

- In the case of Nurses the appraisal must be carried out by a senior practitioner of the same discipline. (Appraiser).
- In the case of Doctors the appraisal must be carried out by a medical practitioner entered as a Specialist on the GMC's and & list of registered Medical Practitioners
- In the case of Allied/HSS the appraisal must be carried out by a senior practitioner of the same discipline who is entered on the HPC list of Registered Health Professionals or the DGC professional register or the RPSGB professional register.
- In the case of Doctors and Allied/HSS the annual appraisal must be within an approved NHS appraisal system which includes 360 degree feedback as well as feedback from patients.

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- The Appraiser is required to supply documentary evidence to demonstrate that he has been appropriately trained in the conduct of appraisals, and has been regularly re-trained as appropriate.
- We required taking into account when assessing your clinical practice, the results of any quality assessment questionnaires completed by our Clients and the results of any reviews by the Global Healthcare Navigator Ltd of your clinical practices.

In addition to the above, the Global Healthcare Navigator Ltd will request feedback from our clients. This feedback will cover the following areas:

- General levels of Service including punctuality, attitude and ability to carry out practical tasks.
- Clinical performance
- Training needs
- Any other issues, including progress since the last appraisal

Copies of the complete feedback requests will be forwarded to you, giving you an opportunity to raise any concerns or issues you may have. You should ensure that you maintain a written portfolio of your professional experience and attendance at professional development courses, which should also include a written and agreed “Personal Development Plan” as agreed at the appraisal.

### **Nurse Revalidation**

Revalidation is the process that allows you to maintain your registration with the NMC. It is an ongoing process to demonstrate that you continue to practice safely. Every three years all nurses and midwives will be asked to apply for revalidation using the NMC online system as a means of keeping their registration active. Completing the revalidation process is your responsibility as the registered professional; however, the Global Healthcare Navigator Ltd will assist where applicable.

### **What is Required**

- 450 practice hours for a nurse and midwife or 900 hours if practicing as both
- 5 pieces of practice related feedback

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- 5 written reflective accounts
- Reflective discussions with another nurse or midwife
- Health and Character Declaration
- Professional Indemnity Arrangement
- 35 Hours of Continuing Practical Development (CPD) with 20 hours being participatory learning (face to face/classroom based)