

AXIS RECRUITMENT LTD

| Policy Title | Staffing |
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| CQC KLOE Reference | Safe |

Policy

Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 states:

18.—(1) Sufficient numbers of suitably qualified, competent, skilled and experienced persons must be deployed in order to meet the requirements of this Part.

(2) Persons employed by the service provider in the provision of a regulated activity must—
(a) receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform,
(b) be enabled where appropriate to obtain further qualifications appropriate to the work they perform, and
(c) where such persons are health care professionals, social workers or other professionals registered with a health care or social care regulator, be enabled to provide evidence to the regulator in question demonstrating, where it is possible to do so, that they continue to meet the professional standards which are a condition of their ability to practise or a requirement of their role.

Procedure

Staffing Levels

The Agency will ensure, as far as is reasonably practicable that sufficient numbers of suitably qualified, competent, skilled and experienced persons will be deployed in order to meet the needs of Clients, assessed beforehand, and described in their Personal Care Plans. The Agency uses a systematic approach based upon the number of clients, their care and treatment needs, their overall dependency and the time allocation agreed with the Client and any third party associated with their care.

Staffing levels will be reviewed in line with changes in Personal Care Plans, the tasks to be undertaken, and the overall dependency of Clients.

Where, either through emergency situations, such as, for example, a flu epidemic, or seriously adverse weather conditions, it faces significantly depleted human resources, then special measures may be taken which are consistent with its policy related to Business Continuity Planning.

Clients may, in extreme situations, be referred to other providers, in order that care and treatment is continuous and not compromised.

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Induction Training

The Agency will ensure that all staff receive induction training in relation to their work. The Agency's Policy/Procedure Statement on Induction states:

It is considered essential that employees receive a comprehensive and organised introduction to the work of the Agency.

This belief stems, particularly, from an appreciation of the problems that can arise (such as accidents, mistakes, absenteeism, high labour turnover, etc.) if employees are not fully acquainted with their work, their colleagues, important rules and so on, and the benefits that can be obtained through adequate preparation and instruction (such as improved satisfaction, motivation and performance).

All new employees will, therefore, receive, over a period of time, an organised introduction to their job, and their new environment.

Further Training

The Agency seeks to establish and maintain a workforce which is adequately prepared for the care and treatment tasks which it is required to undertake. Its Policy/Procedure Statement on Education/Training states:

The Agency believes that the education, training, and development of its employees is particularly important in relation to:

- a) Attracting and maintaining a diverse and representative workforce which is committed and able to meet the demands of providing a quality service, at a competitive cost in a specialised and ever-changing environment;*
- b) The induction and orientation of new employees;*
- c) Keeping employees up-to-date, and abreast of new equipment, methods, techniques, etc., in relation to their work, and updating skills, knowledge, etc., so as to enable employees to retain and improve their ability, efficiency, motivation, etc.;*
- d) The general development of employees through, e.g., educational courses leading to appropriate professional certification, or non-qualification courses providing advanced knowledge in an appropriate discipline, etc.*

The Agency will promote and encourage participation in education and training programmes which are designed to meet, or will assist in meeting, the general objectives outlined above, and will select individuals for educational and training programmes on the basis of the needs of the business, individual assessments of need related to the individual's current skill set and capacity for development.

Advice and guidance on all training matters is available from Supervisors/Managers.

Supervision and Appraisal

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The Agency ensures that the supervision and appraisal of its staff is a regular and ongoing theme. Its Policy/Procedure Statement on Staff Support states:

All employees will receive the support and supervision they need to carry out their jobs. Such support will be available through the normal day-to-day supervisory and managerial processes although employees with direct responsibility for the delivery of care will have organised and regular review sessions with a nominated supervisor/manager. This process is known as “Staff Support”, and is in addition to the employee’s annual performance appraisal.

The following Policy/Procedure Statements support the Agency’s commitment to Staffing:

- a) Disclosure and Barring;
- b) Education and Training;
- c) Fit and proper Persons Employed;
- d) Induction;
- e) Recruitment;
- f) Recruitment of Ex-Offenders;
- g) Staff Support.

| References to Legislation and Fundamental Standards | |
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| Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 | Regulation 18 |
| Fundamental Standards | Sufficient numbers of suitably qualified, competent, skilled and experienced staff must be deployed |