# Training

### Policy

My Support and Care Services (West Country) Ltd acknowledges the need for its employees to have the necessary training to conduct their duties safely and efficiently, therefore the company will arrange access to training to enable them to meet these needs.

Specifically, all employees will be required to complete training in core areas. This training is to be accessed within six months of employment. The areas of these core training will be provided by a practical course for all new staff that has not completed these training area’s in the past:

* Manual Handling and Lifting
* Emergency First Aid
* Medication

All other Core training will be complete through Complete Care Training. These Courses include:

* Safeguarding Adults
* Record Keeping
* Promoting Dignity and compassion
* Moving and Handling
* Infection control
* Health and Safety
* Food Hygiene
* Fire Safety
* Equal opportunities & Anti-Discrimination
* Care and Administration of medication
* Basic First Aid
* Mental Capacity
* DOL’s

Further training will be accessed as deemed necessary to meet the Customers circumstances and the need of the staff to perform specific tasks. To assess these needs employees will be given opportunities to discuss their requirements during supervision.

The service manager will use induction, and supervisions to identify performance issues and, where possible, address these through training.

Other areas of training which may be necessary:

* Diet and Nutrition
* Diabetes
* Death, Dying and Bereavement
* Coping with Aggression
* Epilepsy

Employees will be required to refresh their training at appropriate intervals as stated by “Good Practice”.

Refresher courses where approved by the manager can be complete on line through E learning or through complete care training

The attendance of employees to appropriate training is integral to their contract of employment and the company requires its employees to attend training at any reasonable time.

All employees of My Support and Care Services Ltd must attend all mandatory training via training approved by the manager.

My Support and Care Services Ltd will endeavour to plan that training is incorporated into an employees contracted working hours, however at times it may be deemed necessary for an individual employee to be required to attend a training course within their own time. In the event of this a pre agreed re-imbursement of hours or payment of any such hours will be made between the individual and the service manager.

My Support and Care Services Ltd employees are expected to make arrangements for transport to organised training courses, arrangements for the use of company vehicles when available must be planned in advance and will be agreed at the discretion of the service manager. A re-imbursement will be made for mileage.