

Snap Care Induction, Development & Training Procedure

Purpose

Snap Care Limited is committed to ensuring all staff are properly inducted, continuously developed, and suitably trained to provide safe, effective, person-centred care. This procedure outlines how we equip staff with the knowledge, skills, and confidence to meet the needs of our service users and comply with relevant legislation and regulatory requirements.

Policy Summary

This procedure describes the processes of induction, mandatory and specialist training, ongoing development, supervision, and competency assessments for all employees. Our aim is to promote a well-trained workforce that delivers care with competence, compassion, and consistency.

This procedure applies to:

- All new employees, including full-time, part-time, agency, and temporary staff
- Existing staff requiring refresher training or upskilling
- Volunteers or others who deliver or support care services

Policy

1. Induction

All new staff will complete a structured induction programme within the first 12 weeks of employment. This will include:

a. Welcome and Orientation

- Introduction to Snap Care's values, policies, and services
- Explanation of roles, responsibilities, and reporting lines
- Introduction to online PASS Application

b. Mandatory Training

New staff will complete or provide evidence of training in the following areas before delivering unsupervised care:

- Health and Safety
- Infection Prevention and Control
- Safeguarding Adults and Children
- Moving and Handling
- Medication Awareness
- Food Hygiene

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

Snap Care Policies & Procedures



- Lone Working and Personal Safety
- Equality, Diversity, and Human Rights
- Confidentiality and GDPR
- Fire Safety
- First Aid Awareness

c. The Care Certificate

All care workers new to the health and social care sector will be supported to complete the **Care Certificate** within the first 12 weeks, in line with Skills for Care standards.

d. Shadowing

New staff will undertake a period of shadowing experienced staff to observe good practice and service-specific routines. Duration will depend on previous experience and performance.

2. Ongoing Training and Development

a. Mandatory Refresher Training

Staff are required to update their mandatory training annually or as specified (e.g. moving and handling, safeguarding, infection control).

b. Specialist Training

Where care plans require it, staff will receive additional training such as:

- PEG Feeding
- Catheter and Stoma Care
- Epilepsy and Buccal Midazolam Administration
- Dementia Awareness
- End of Life Care
- Autism and Learning Disabilities
- Brain Injury

c. Professional Development

Snap Care supports continuous professional development through:

- NVQs/Diplomas in Health and Social Care
- External courses, workshops, or CPD events
- Internal mentoring and peer learning
- Support to progress into senior or specialist roles

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3. Supervision and Appraisal

a. Supervision

- Formal supervisions are held at least every 4 months
- Focus on performance, wellbeing, learning needs, and reflective practice
- Supervisions may also include spot checks and observed practice reviews

b. Check in calls

4. Competency Assessments

Staff will be regularly assessed to ensure they remain competent in key areas of practice. This may include:

- Observations
- Questionnaires or written tasks
- Medication administration assessments
- Feedback from service users, colleagues, or supervisors
- Spot checks

5. Record Keeping

- All training records are maintained securely on the staff training database
- Staff must provide copies of external certificates or qualifications for their file
- Training compliance is monitored and reported to management regularly

6. Roles and Responsibilities

Snap Care ensures:

- Ensures training resources, budgets, and priorities are in place
- Approves the training and development strategy
- Arrange and monitor induction and training schedules
- Deliver or coordinate training and supervision
- Identify training needs and support staff progression

All Staff

- Attend all required training sessions
- Inform supervisors if they feel unprepared or require additional support
- Take personal responsibility for their own development

Monitoring and Review

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- Training performance and completion rates will be reviewed monthly
- Staff feedback will be used to improve training quality and relevance
- This procedure will be reviewed annually or when significant changes occur



This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

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