

WATERFIELD SUPPORTED HOMES

INDUCTION PACKAGE



NAME:

SUPERVISOR:

DATE:

INTRODUCTION

Welcome to Waterfield Supported Homes care home. We are very pleased to have you join the team. This package will guide you through your first 4 weeks and will be a good reference point for you in the weeks after that. In your first week you are given a reasonably structured program, which allows you to meet lots of the members of our team and other community based service providers. In your second week, you will be focusing more on the, Operational Policy of the care home and the practice issues such as Health & Safety.

The Home

WSH Ltd currently offers a seven-bed accommodation for two sites based in Catford, located in the South East of London, in Lewisham Borough. 10 Dowanhill road, SE6 1HJ and 23 Broadfield road, SE6 1ND. Both homes are within a one mile radius apart from each other. Both homes are within minutes (5-7mins) walk to most local amenities (post office, GP, chemist, library, church, shops, leisure centre etc.), and has easy access to neighboring towns and train stations. The Home offers rehabilitation services to psychiatric patients discharged from hospitals. Off street car parking provision for visitors and staff is in place, and visiting times are managed by staff, to suit the clients and local environment. The homes are also protected with a burglar/intruder alarm. We aim to provide a service that is of high quality, consistently sensitive, responsive, transparent and appropriate to the needs of service users and taking special consideration to our neighbours. To this effect, service users are required to sign a contract to abide by our policies and guidelines.

The Staff

The staffing structure is as follows per shift:

- 1: The Managing Director and/or
- 2: The Operations Assistant
- 3: Two support workers (social care) for day and 1 x night shift
- 4: Personnel Manager (Part-time)
- 5: Administration assistant
- 6: Cleaner

This compliment of staff enables internal rotation to take place, allowing comprehensive continuity of care and to prevent stagnation. There is a cross section of nationalities within the staff group, which reflects the patient group of the unit as a whole. There is a rich gender mix, and again, a range of ages within the team.

The shifts on the home run from 07.00 to 14.00hrs, 14.00 to 21.00hrs and 21.00 to 07.00hrs as well as 09:00 to 17:00 hrs. The on-call personnel after 21.00hrs are the manager and deputy manager.

The Philosophy of Care

The Home aims to provide a safe therapeutic environment, in an atmosphere of mutual respect, adopting an individualised approach to care that preserves dignity, promotes responsibility for self, and works towards independence through a multi-disciplinary care approach. The unit will further strive to offer a team responsive to the needs of Waterfield residents, providing a comprehensive progressive and effective service based on best standards of clinical practice, and also involvement of carers. Each client will have a named Key worker who will help them co-ordinate their care and liaise with others in the positive promotion of their mental health. The named key worker will involve the client in a problem solving approach, using different interventions in planning their care. In order that individuals are treated in a safe and respectful manner, staff and clients will adhere to agreed Home policies.

Waterfield Supported Homes provides care for the individual needs of each client. Staff and clients are expected to treat each other with courtesy and respect. Clients are encouraged to participate fully in the planning of their own care. All WSH Ltd staff will ensure that every effort will be made to work in partnership, not only with the individual client, but also with their family, carers and social support groups.

Groups / Therapies

Many activities will be available to patients depending on their individual assessment and care needs. This will be provided as part of the treatment package for patients (refer appendix, OT programme).

In the event of a fire, the homes Fire Procedure will be implemented. Evacuations through signed-posted fire exits are used within the home. (See Fire Policy) There are 3 meals provided daily, breakfast, dinner and Tea. Clients cook under staff supervision and on a rotational basis, as part of their occupational therapy. Snacks are also available for patients at various times and also on request.

Staff Support / Development

The Home utilises a number of formal staff support, these include: clinical supervision, training, appraisal and induction

Staff training:

Courses and further training are regarded as essential to Waterfield Homes' development and staff members are encouraged to undertake further education. The Home has close ties to several training consultants as well as a large number of in-house courses and training opportunities (see training plan and policy).

INDUCTION PROGRAMME FOR 1ST WEEK

During this week you will meet with team members, managers and most importantly our clients. The following program is flexible and may be subject to change to meet organizational needs. The enclosed A-Z checklist is a good tool for planning your induction time.

Week One:

<i>Monday</i>	
<i>Tuesday</i>	
<i>Wednesday</i>	
<i>Thursday</i>	
<i>Friday</i>	

Week two:

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

Weeks in Practice

This practice time [working on shift basis] is for you to learn all the fundamentals about working on both Downhill and Broadfield homes.

You are an advocate for the Home! You will be working shifts with your colleagues and you will be required to learn everything you need to know.

Such as:-

- Where is the GP surgery? Pharmacy, post office?
- Where are the nearest shops, bus stop, train station, etc.?
- What day do we create the weekly shopping list?

These are just a few of the many things we take for granted but are important to ensure the effective running of the organization.

During your shift, spend time with your nominated buddy and ask lots of questions, write them down in your diary provided by us. Any queries you have can be written down and can be asked during your shift or the following shift

A-Z INDUCTION CHECKLIST

Each day you will need to refer to this checklist to help plan your day. You will always have an opportunity to meet with staff throughout your induction, both in pre-arranged and inform time. When you start your day, identify a number of objectives to achieve from this list so that when you are with members of the team you can ask them for help/information.

PLEASE TICK EACH BOX WHEN YOU HAVE COMPLETED THE SECTION

A

- Admission
- Procedure
 - Checklist (Risk assessment, CPA review, Care Plans, property etc)
 - Routes of admission
 - Patient information

B

Bathing- who, what and when?

C

Complaints- What is the complaints procedure?

D

Discharge procedure – Get a copy of the CPA Form?
What is the difference between Standard & Enhanced CPA?

MDT - Who are the care coordinators, Consultants, GP and other lead professionals linked with the Home?

- Doctors:
- Care coordinator:
- Psychology:
- Nursing Occupational therapy:
- Social Worker:
- Other Therapists:

E

Emergency number/fire/ accident and emergency/Team / Assistance from another unit. Why and when do you call them?

F

Food- How do you order clients food?(Weekly shopping list, takeaway) How do you order a diabetic diet or a special diet?

G

Fire procedure - Fire alarm, points - extinguishers – exits and procedures.

H

Handover format – What and when?

I

Information for patients – Where can you get patient information leaflets from?
What information is provided for patients and carers?

J

Incidents and accidents - when, what and how to report and record.

K

Keys: Important keys, key handling and where they are kept.

L

Maintenance: How to report a damage or fault to the home, who to contact.

M

Are there evaluation Notes?

N

Which Nursing / Consultant team will I be working with each client and what days are the reviews and C P A (Case Conference).

O

Off duty – Annual leave [BH] and the request book

P

Ordering- What usually gets ordered and who to tell.

Food and cleaning materials:
Clinical Equipment:.....

Q

Ordering Medicine- who and how?

R

Referrals - Where are these procedures done? How do you book them?

S

Shift times – Early: – -----
Late: -----
Night: - -----
Other: - -----

Attendance book needs to be completed at the beginning and end of every shift [this needs to be completed by you]. The book is then forwarded to the Human resources Manager to be processed for payment at the end of every month. Please ensure correct completion as errors may affect your monthly salary.

NB. Please discuss further with members of staff if you have any problems.

Staff supervision formal 1:1 supervision
 Supervision format/methods
 Students

Safety. Personnel Health and safety, what are they?

T

Training- How do you book a training day?

U

Home routine

V.

Nearest A&E, Hospital and important wards.

W

Nearest GP and Pharmacy

X

Regular Day Centre's _____

Nearest library _____

Y.

Nearest Taxi Service _____

Z

How would you explain to a visitor how to get here by...?

Bus _____

Tube _____

Train _____

STRUCTURE / ORGANISATION OF THE UNIT

BUSINESS MEETINGS / STAFF MEETINGS

This meeting happens on Wednesday afternoon between 1330hrs – 1430hrs for all team members (every other month). It deals mainly with the day-to-day issues and operational issues. If the meeting is not held a memo will be issued. It is an opportunity for all staff to meet and share information through discussions.

PATIENTS COMMUNITY MEETING

This meeting is held by the staff and the patient's every Wednesday afternoon from 1615pm – 1645pm in the TV Lounge. This involves patients' feedback on their views of the service, also any action that needs to be taken regarding issues such as, repairs or any other problems and issues within the clinical environment.

EVALUATION OF DAY

To help you plan and evaluate your day, you could use the format below which you can present to your supervisor during your induction for feedback.

Who is on duty today?

What clients have appointments or outings today?

Are we expecting any deliveries?

Anything to report or query? i.e medication

Relevant handover information?

EVALUATION OF FIRST WEEK

What have you learnt?

What went well?

What did not go well?

What do you need more training and guidance on?

Which clients and member of staff did you meet this week?

EVALUATION OF SECOND WEEK

What have you learnt?

What went well?

What did not go well?

What do you need more training and guidance on?

Which clients and member of staff did you meet this week?

OBJECTIVES NOT ACHIEVED?

It would be unrealistic to expect you to achieve everything and feel confident about all of the information in this package in a SHORT PERIOD OF TIME

With this in mind, you and your supervisor will evaluate your induction notes here, what objectives you still need to achieve in the next couple of weeks.

As such you will need to bring your package with you to your supervision sessions. Once you are both satisfied that everything has been achieved, you may confidently practice safely.

Four week objectives to be achieved	Date and sign when completed

<u>Suggested subject reading</u>	<u>Date and sign when completed</u>
<i>Supervision - Folder - Format</i>	
<i>Nursing documentation</i>	
<i>Home policy folder</i>	
<i>Home procedure folder</i>	
<i>Operational policy folder</i>	
<i>Employee Handbook</i>	
<i>Health and Safety</i>	
<i>Fire policy</i>	
<i>Food hygiene policy</i>	
<i>Pova policy</i>	
<i>(PLEASE WRITE DOWN OTHER READINGS YOU FEEL MAY BE APPROPRIATE [IF YOU SO WISH:]</i>)	

EVALUATION OF INDUCTION PACKAGE

In order to help us in the robust design of the staff induction packages, please use this section to tell us what you found helpful and what other aspects we need to improve on.

You may for example feel that the package was too structured or that you needed more guidance. It would also be helpful to know whether the overall aims of the package are achievable. Also, if any information has been left out or how we could present it better.

Induction Evaluation form

- Was the Induction pack helpful in familiarizing you with the organization?

- How can we improve the current induction pack?

- Were the objectives reasonable and achievable?

- Are there areas you felt the induction pack did not address?

- Do you feel more prepared to work in Waterfield supported homes?

- Additional comments

- Sign and date

Employee.....	Managing Director.....
Date.....	

Thank you and welcome to Waterfield Supported Homes!