



Health and Safety Training

**(Annual review of Adult Social Care &
Inclusion training)**

Terry Hassall (CMIOSH)

Workforce Health and Safety Training Officer

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Social Care and Inclusion - Workforce Development

Introduction

The post of workforce health and safety training officer is split 50% corporately and 50% by Adult Social Care and Inclusion directorate. Time is spent pro-rata analysing, designing, delivering and evaluating learning opportunities/projects.

The last twelve-eighteen months has seen the embedding of the health and safety training/learning programme that was agreed in 2012. The main thrust of which was moving away from generic externally accredited (e.g. CIEH basic food hygiene, conflict resolution, etc) courses where this was deemed to be “over and above” legislative requirements and/or did not meet the organisations needs. There has also been a move away from unnecessary “mandatory” refresher training that had become part of the culture within some directorates/areas of the organisation.

We are currently delivering a more risk based, bespoke, “Walsall specific” learning programme that more suits the organisation’s needs.

The health and safety Training/learning programme is still modular based (e.g. employees attend appropriate learning modules that reflect their roles and responsibilities) and this currently falls into three clear categories within the directorate;

1. **Statutory** – A requirement of specific legislation/accompanying Approved Code Of Practice (ACoP) or registration requirement (CQC),
2. **Mandatory** – A requirement of Walsall council H&S Policy or accompanying SMS), and;
3. **Desirable/Best Practice** – Recommended in HSE Guidance that accompanies legislation or CQC specific guidance

Corporately, the “statutory” and “mandatory” categories are no longer going to be used. All health and safety training will now come under a “recommended” category. As a directorate, Adult Social Care and Inclusion must decide if it is going to follow the corporate model of making all H&S training recommended, or to stay with the current categories.

Programme

The current Adult Social Care and Inclusion specific training programme includes the following face to face courses;

- CIEH Level 2 Health & Safety in Health and Social Care
- Hygiene and Infection control awareness
- Initial assisted Manual Handling of People
- Assisted Manual handling of People refresher training
- First Aid Awareness training
- Hoist training



Challenges

A big challenge over this period has been playing “catch up” to ensure all those within ASC who require statutory training (for registration purposes) had received the training (and refresher training) that they required. The volume of numbers made this a busy period for the workforce health and safety training officer. It should be pointed out that this was prior to the current ASC Workforce Development team being in place.

Whilst delivering various face to face training to staff members within ASC, it became apparent that a number of health and safety myths had become embedded into the culture. This raised concerns as some of these myths had the potential to put the organisation, employees and service users at risk of harm. It became apparent that these myths needed to be dispelled at the earliest opportunity.

The major project that has taken place this last eight months or so has been to formally review and assess the assisted manual handling of people training package that was being delivered to employees. It became apparent that the content and length of the course being delivered did not meet the current standards or good practice expected and was unfit for purpose. It had been delivered by in-house trainers for approximately five years without any formal review, or any updates/refresher training for the trainers. This potentially left the organisation, trainers, employees and service users at risk.

The final challenge has been around the non-attendance on the face to face training events when ASC employees have been booked on to attend. Within Learning and Organisational Development and ASC Workforce Development there are clear cancellation policies. These policies invoke a re-charge for non-attendance on learning events without prior notice. With ongoing changes within the service and the challenges that brings for managers in terms of ensuring sufficient staff members are on duty at any one time, this is a common occurrence. This has implications for the workforce health and safety trainer (cost of time spent preparing materials for courses), LO&D and the Workforce Development teams (cost of course materials and room hire) and for the directorate itself (financial cost of cancellations being taken out of front line service provision, and the potential for employees not to be trained appropriately for registration purposes).

Achievements

A number of topic based manager’s safety training briefing guides have been developed and made available on the ASC Workforce Development website. These briefing guides go some way to dispelling a number of the myths that had grown up within the directorate (e.g. all care staff must have a current basic food hygiene certificate and refresh it every twelve months). Topics that have been covered so far include;

- First Aid
- Food safety
- Assisted manual handling of people training





Social Care and Inclusion - Workforce Development

There is now a robust and fit for purpose assisted manual handling of people suite of training in place which is broken down into modules including;

- Initial assisted manual handling of people
- Hoist training
- Assisted manual handling of people risk assessment
- Assisted manual handling of people refresher

There are currently six in-house trainers that have been trained on an IOSH accredited assisted manual handling of people train the trainer course. This quality assurance and the ongoing support they will get from the training provider should ensure that this topic stays fit for purpose for the foreseeable future.

The trained trainers also came together to form a people moving people focus group (PMPFG). This group has worked extremely hard over the last eight months to identify what was needed to ensure the organisation; employees and service users were put at minimum risk of harm in this topic area. To this end they have produced the training programme suite and supporting documentation. The documentation produced includes;

- Assisted manual handling "policy" document
- Assisted manual handling risk assessment form
- Assisted manual handling guidance
- Assisted manual handling learner workbooks to support the training modules

Recognition should go to the trainers (Jonathan Willis, Mandy Halls, Ann Armstrong, Julie Hewitt and Mandy Lewint) for their professionalism, hard work and ongoing commitment shown in this difficult topic area, whilst still doing their day job. Also a big thank you should go to Lisa Koc who was the project sponsor and championed this new approach to moving and handling.

Testimonials

Comments from learners who have attended ASC&I learning events include;

Assisted Manual handling of people – Managers Briefing

When asked what element had the most impact and why, responses included;

"All of the briefing session was very informative and beneficial" (Carol Curtis - Provider Services)

"Introduction to the new manual handling risk assessment as we have previously had to create our own which was not necessarily completely fit for purpose" (Sue Lloyd - OT)

"Dispel myths - format for risk assessment" (Linda Cooper - Goscote Greenacres)

"Clarification in relation to fact/fiction" (Emma Partridge - Goscote Centre)





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Hygiene and Infection Control

"A well structured course with everything explained" (Steven Wyle)

"All parts were very useful and will be used going forward" (Scott Stevens)

"Just to say thank you to Terry he was very thorough and I'm glad I learned all that I have today" (Kerry Bryon - Pathways 4 Care)

"It will help me reduce the chances of service users and myself from getting infections and help me understand the different pathogens" (Jodie Banks - Redhouse Nursing Home)

"None, other than Terry made the training both interesting and stimulating" (Sue Sinclair – Caldmore/accord)

CIEH Level 2 Health & safety in Health and Social Care

"Good course" (Scott Price - Mill Lodge)

"The discussions were helpful. We were given the opportunity to participate and that helped me to learn" (Azuka Onu)

First Aid Awareness;

"All delivered really well and all were involved" (Kathryn Penwright)

"Have really enjoyed session and feel that I have learnt a lot as things change all the time" (Karen Gibson)

"Excellent course/training" (Jane Anderson)

Summary

A number of the achievements made throughout this period would not have been possible without the support/assistance of colleagues who work in the corporate L&OD team and ASC Workforce Development team. Special thanks go to Mel Guest and Hannah Hewston-Jones in L&OD for their patience and professional assistance in developing the corporate e-learning modules, the consultants (Sharon Middleton, Stephanie Charles, Trevor Thompson, Dave Parkin and Janet Lilley) in ASC Workforce Development for their time and effort in administering and pulling together the assisted manual handling of people suite and manager's briefings.

Thanks' also goes to Trade Union colleagues and those in the health and safety team who have inputted / commented on the development of the documentation and training at various stages.

It has been a challenging twelve month period but with the help and support of those mentioned in this report, I am confident that the organisation is in a strong position going forward to build on the excellent health and safety learning opportunities that are in place.

