

Health in Justice

# **General induction**



#### Our aims and objectives

Practice Plus Group Health in Justice service recognises the importance of an effective induction for employees working within the organisation. An induction programme consisting of the local 'need to know' information ensures that employees receive the essential information they require to enable them to operate effectively and safely as quickly as possible.

The purpose of this induction pack is to set out the minimum standards required for the delivery of a local induction to colleagues to ensure that Practice Plus Group meets its statutory and regulatory requirements. The main priority of this activity is to ensure that the correct staff are equipped to provide safe care within a safe environment. This Induction pack is for all new starters within Health in Justice, regardless of grade or profession who are directly employed by Practice Plus Group.

#### **Definitions**

Company induction The formal entry into Practice Plus Group Health in Justice services.

Local induction This induction will be aligned to the specific role and area of work.

Workplace orientation Informing and showing a member of staff the working environment, domestic arrangements and essential health and safety information.

#### Responsibilities

The head of healthcare is responsible for allocating a line manager for the new member of the team. The line manager is responsible for ensuring that all new employees receive an induction in line with this SoP.

A 'buddy' is an experienced member of the team allocated by the line manager to work closely with the new employee to help induct them into their role.

The aim of the buddy system is to provide close daily support for new employees, therefore, preserving and improving the standard of care provided to our patients. It is designed to be a process of learning and assessment for all. Its robust use helps to create a culture of openness and fosters an acceptance of supportive, positive, and sometimes critical feedback. It will enable us to share and develop 'good practice' and afford a measure to improve our policies and procedures.

The buddy process should be:

- · a positive experience for both new staff and buddies
- a developmental and supportive relationship
- a platform for providing open and transparent communication amongst peers.

#### Local induction timetable

The following section provides a template designed for you and your line manager to plan and record your induction programme activities. The template allows each week of your induction to be planned and recorded, and includes a section for you and your buddy to comment on your progress.

Although it is expected that you will remain a supernumerary member of your team during your induction (subject to the needs of your service), once a competency has been signed off by your buddy and line manager, you may be asked to complete this task independently.

This pack allows for an induction period of up to 12 weeks in which you will be expected to have completed all the competencies identified for your role.

It is expected that within the first week of your employment, you will have met with your line manager and with their help plan out how you will meet the requirements in the competency section.

All elements identified within your timetable will be completed within your relevant establishment whilst you are working. Depending on the need of your role, you will be able to spend time with other teams or at other establishments (discuss this opportunity with your line manager at your week four review). Some parts of the induction pack will be more relevant than others.

You will be expected to actively work with your buddy who is committed to support you throughout your induction period. You will also be encouraged to review and evaluate your own progress and set your own personal objectives for future learning and development in your Preceptorship.

All inductees are expected to meet with the head of healthcare and clinical lead after the midpoint, during your induction. This is an important part of your welcome to the Practice Plus Group Health in Justice Team.

Please use this opportunity to reflect and share your experiences so far and remember to bring your induction pack with you as it will need to be signed

## Induction timetable template (please photocopy the blank template for use over next nine weeks)

Week	АМ	РМ	ED		
Day 1	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction		
Day 2	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction		
Day 3	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction		
Day 4	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction		
Day 5	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction	Activities organised to meet section 1 of induction		
Comments on	week:				
Employee:		Buddy:			

-		
Dear_		
Deal_		

I am delighted to welcome you to your new role.

Your induction is planned over 12 weeks and is phased to give you the opportunity to learn about Practice Plus Group, the Health Care business and how we work.

Induction is a two way process. People will be telling you lots of new things about the company but they should also be listening and responding to any concerns or issues you may have.

Your manager will be responsible for overseeing your induction which will have a number of elements including:

- Ensuring your orientation within the business
- Learning about policies and procedures
- Getting to know your priorities and, most importantly of all, your patients and service users.

The following Induction Checklist should be used as a guide. The order in which you cover things will be tailored for you depending on your experience and knowledge of the locality.

At the end of the 12 week induction, you will be asked to complete an evaluation and your manager will agree your initial targets and development needs with you. This is the start of our ongoing Annual Performance Review (APR) process.

Once again welcome. I really hope you enjoy working with Practice Plus Group within Health Care.



Jim Easton

Managing Director

Practice Plus Group Health Care

## **General induction to Practice Plus Group – Induction checklist**

This section is for all employees to ensure orientation to Practice Plus Group.

Day of arrival	Initial and date w	hen completed
Areas to cover	Line manager	Individual
Make sure a copy of the Email and Internet IT policy has been signed and retained for/placed on personal file		
Ensure that the new starter has read and understood the terms and conditions of their contract and returned signed copy; the employee benefits framework (on the intranet), the pensions arrangements, and the role specification		
Discuss and give details of role specific/local induction programme		
Detail the principles of risk management in relation to the role		
Ensure new starter has received their copy of the employee guide and respond to any subsequent queries		
Confirm mandatory training courses/dates to be attended		
Orientation to the building		
Explanation of security systems		
First aid facilities		
Fire Exits and evacuation procedure		
Tea/coffee facilities, toilets & arrangements for breaks		
Confirm working pattern		
Explain Employee Discount Scheme and Employee Assistance Programme (EAP)		
Explain ESS, including reviewing their record, answering the Equality and Diversity questions, booking annual leave and viewing payslips.		
Safeguarding including Prevent		
Read Safeguarding Policies		
Read local SOP (Standard Operating Procedures), where available		
Know who the Safeguarding Lead is for your site		
Know who the Safeguarding Executive Lead is for Primary or Secondary Care.		

#### **Weeks 1-11**

#### Initial and date when completed

Areas to cover	Line manager	Individual
Communication and IT Familiarisation with the range of communication methods and IT systems, including  • Email  • E-connect  • "Ask Jim"  • Health Care Leadership blog (on your dashboard)  • Intranet		
Show where to obtain information regarding email signature		
Undertake Display Screen Equipment (DSE) Assessment		
Key plans, policies and procedures Familiarisation with the full range of Group HR policies and procedures and where to find them on the Intranet. This includes policies relating to Equality, Diversity, Grievance, Absence, Working Time, Disciplinary, Whistleblowing, Capability and Code of Conduct		
Familiarisation with the range of Group IT policies and procedures and where to find them on the Intranet. This includes policies relating to Data Protection, Information Governance, IS Incident Reporting, the Information Security Awareness Guide and Social Media.		
Familiarisation with the Health & Safety Policies and Policy relating to Smoking available on the Intranet		
Risk assessments for location, activity, equipment		

#### **Weeks 1-11**

## Initial and date when completed

Areas to cover	Line manager	Individual
Governance		
Explain/Introduce		
Familiarise with CQC and regulatory framework		
Familiarisation with internal audit processes		
Familiarise with the complaints and incident policies and RCA procedure.		

#### **Weeks 1-11**

Initial and date when completed

Areas to cover	Line manager	Individual
People and development  Explain the supervision and Annual Performance Review (APR) process		
Explain the probation process		
Explain the results from the most recent annual staff survey and overall employee engagement score		
Explain how to find internal roles and apply for a role internally		
Log onto the Learning Management System		

## Image of Unknown Persons/Irrelevant

### General orientation to your work environment

The following core competencies apply to all employees working within Health in Justice.

Core competencies	Who	Date achieved	Evidence	Employee signature	Manager signature
These must be discussed an	nd the rele	evant processes	explained in deta	il.	
Completing your timesheets	All				
Requesting Annual Leave	All				
Off duty requests	All				
Sickness absence reporting	All				
Reporting fit to return to work following absence	All				
ldentifying work allocated during a span of duty	All				
Access the LMS (Learning Management System)	All				
Requesting/booking attendance on other training courses including process for longer courses and how requests are sent to Senior Management Team	All				
Obtain Practice Plus Group and establishment Identification Cards and describe your responsibilities in relation to wearing them and keeping them safe	All				
Name and locate all buildings within the main site of your establishment, and find the quickest, safest and most appropriate routes between different locations	All				

## Prison orientation and competencies

Core Competencies	Who	Date achieved	<b>Evidence</b>	Employee signature	Manager signature
Describe the actions to be t safety of others whilst work				your personal saf	ety and the
Use of Security Information Reports	All				
Your responsibilities around Keys and Tallies (where applicable)	All				
Your responsibilities around documents	All				
Your responsibilities around accessing patient records	All				
Your responsibilities around the use of tools	All				
Your responsibilities around the handling of establishment radios	All				
Your responsibilities around use and securing gates	All				
Your responsibilities around working late	All				
Your obligations and responsibilities around being searched	All				
What are prohibited, controlled and restricted items	All				
Your responsibilities around personal security inc careless talk, conditioning	All				
Demonstrate your ability to as a minimum raise the alarm using the prison radio system, and where role applies, demonstrate your ability to communicate appropriately via the prison radio system during span of duty	All				

Core Competencies	Who	Date achieved	Evidence	Employee signature	Manager signature
Describe how to raise a general alarm if required and be able to locate alarm buttons within the Healthcare Centre and wing based treatment rooms	All				
Identify and discuss potential issues which may arise around confidentiality, ethical and child protection/vulnerable adults.  Considerations when dealing with healthcare issues for the patient population	All				
Demonstrate an understanding of incident reporting and how to report an incident using DATIX	All				
Demonstrate how to report an incident using the establishment Incident Reporting Process	All				
Demonstrate how you would report an injury received whilst at work	All				
Describe your responsibilities during the following: • Fire • Ongoing incident within the Prison (i.e. disturbance) • On hearing the general alarm	All				

## **Prison competencies**

Prison induction (identify development needs)	Who	Date achieved	Evidence	Employee signature	Manager signature
All staff should identify any obtained during the inducte inductee's appraisal.					
Attend Prison Induction Training, ensuring you receive a good understanding of:      ACCT documents     Fire procedures     Security awareness/     Key talk     First on scene     CNOMIS     Personal Protection     Training     Challenge it Change it     / Diversity     Radio procedures	All				
Describe under what circumstances an ACCT document might be opened	All				
Describe the procedure for opening an ACCT and recording the opening of an ACCT document within the prison	All				
Describe the steps that are followed within the first 24 hours of opening an ACCT document	All				
Describe the process and purpose of an ACCT review and how an ACCT is closed	All				
Describe the procedure for placing someone on Governor's Report, and the Prison Adjudication Process	All				

## Information technology

Information technology	Who	Date achieved	Evidence	Employee signature	Manager signature
All staff should identify any dobtained during the inductee inductee's appraisal.					
Obtain all passwords and user rights required within your role, ensuring you read all Practice Plus Group and Prison policies relating to their use and sign all agreements ensuring a copy is provided to your Line Manager:  SystmOne Practice Plus Group email service CNOMIS Smart Cards iTrent / Agresso ESS/MSS myPracticeplus intranet	All				
Demonstrate you are able to utilise all the information technology appropriate to your role. (Identify development needs)	All				
Demonstrate your ability to u	se Systm0	One (Identify d	evelopment need	s)	
How to search for a patient and complete an advanced search of deleted patients	Role specific				
Registering a patient onto the system	Role specific				
Change patient details	Role specific				
Add prison identification numbers	Role specific				
Complete a Reception Health screen	Role specific				
Check 'Quick Glance' page	Role specific				
Book appointments/check appointment ledger	Role specific				
Check and add patients to specific waiting lists	Role specific				
Print documents i.e. letters, care summaries	Role specific				
Check and highlight alerts	Role specific				

## Information technology

Information technology	Who	Date achieved	Evidence	Employee signature	Manager signature
Use Clinical Reports	Role specific				
Utilise 'task' function, read, send and update 'tasks'	Role specific				
Add/read/amend Care Plans	Role specific				
Document consultations as face to face/telephone/letter encounter	Role specific				
Check prescribed medication	Role specific				
Understand how to see communications/letters/ scanned documents	Role specific				
Find pathology results	Role specific				
Use templates to record, clinical observations i.e. BP,GCS, consultations, vital sign monitoring, NEWS	Role specific				
Use of panic button	Role specific				
How to merge patient records	Role specific				
Scan documents and letters into the record	Role specific				
Demonstrate how to use other	er Informa	tion Technolog	gies (Identify deve	elopment needs)	
Demonstrate you can utilise the prison intranet system to access:  Local information of interest and relevance.  Prison Service Orders  Prison Service Instructions  Local Security Strategies	All				
Demonstrate the ability to access Practice Plus Group intranet, and able to navigate the resources such as departments, policies, templates, and forms	All				
Demonstrate your ability to utilise Practice Plus Group email to send and receive e-mails and communicate appropriately with colleagues	All				

