POLICY DOCUMENT

Burton Hospitals
NHS Foundation Trust

INDUCTION POLICY

Approved by:	**Trust Executive Committee**
On:	**8 August 2017**
Review Date:	**June 2020**
Corporate / Directorate	**Corporate**
Clinical / Non Clinical	**Non Clinical**
Department Responsible for Review:	**Human Resources**
Distribution:	
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• Information for:	**All Staff**
Policy Number:	**30**
Version Number:	**14**
Signature:	**Chief Executive**
Date:	**9 August 2017**

Burton Hospitals NHS Foundation Trust

POLICY INDEX SHEET

Title:	**Induction Policy**
Original Issue Date:	**Pre-December 2005**
Date of Last Review:	**June 2017**
Reason for amendment:	**Review**
Responsibility:	**Director of Human Resources**
Stored:	**Trust Intranet Site**
Linked Trust Policies:	**Learning and Development Policy** **Discipline and Grievance Policy** **Supervision of Medical Staff in Training Policy**
E & D Impact Assessed	**EIA 017**
Consulted	**Executive Directors** **Clinical Directors** **Associate Directors** **Department Heads** **Governance Leads** **Lead Trainers** **Staff Side**

REVIEW AND AMENDMENT LOG

Version	Type of change	Date	Description of Change
10		18.04.2013	Request for evidence that employee has received IG information at Departmental Induction
11		08.07.2013	Addition of duties monitoring to monitoring matrix
11		08.07.2013	Removal of section 4.4.8
11		08.07.2013	Removal of section 3.1
12		03.10.2013	Amendment to Policies and Procedures section in Induction Checklist
13		25.06.2014	Review in light of changes to induction programmes
13		22.08.2016	Clinical Information section added to Temporary worker Induction departmental checklist
14	Additional item	02.06.2017	3.4 incremental pay point added to L&D responsibilities
14	Amendment	02.06.2017	3.5 Recruitment responsibilities amended
14	Amendment	02.06.2017	4.3 Name changes
14	Amendment	02.06.2017	5 Name changes
14	Amendment	02.06.2017	Appendix A – new timetable added
14	Amendment	02.06.2017	Appendix B – new items added

INDUCTION POLICY

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INDUCTION POLICY

1. BACKGROUND

Starting a new job can be a highly stressful and tiring experience, which if not well managed by the new employer can result in the early resignation of employees, reduction in quality of service, staff and patient safety and increased legal liability.

The purpose of an induction process is to create the conditions that enable a new employee to reach their full potential as soon as possible and to minimise the risk, including the potential for failing morale and possible early resignation. In addition the standards set by the NHSLA and the Care Quality Commission require all new staff to attend and undergo an induction process. Failure to comply with these standards has potentially serious implications for the Trust, its patients and ultimately the people it employs.

2. POLICY OBJECTIVES

The Trust requires that all new staff, whether permanent, temporary or volunteers, are formally welcomed and orientated into the organisation and their duties/role. The Policy sets out the expectations it has of managers to ensure that the induction of new staff is planned and takes place in accordance with this document.

This Policy also covers the statutory and mandatory training that new employees should complete as part of their orientation period in order to be fully compliant and conversant with their new roles/duties.

3. DUTIES

3.1 DIRECTORS

It is the responsibility of Directors to ensure that the Policy and its implementation are enacted throughout the Trust.

Directors need to approve the framework for the induction process and any changes relating to this.

There is also a requirement to scrutinise compliance training reports, to act as a role model for induction and to authorise changes to the Policy.

3.2 DIVISIONAL DIRECTORS/ CLINICAL DIRECTORS/ HEADS OF DEPARTMENT / LEAD CONSULTANTS

This group has a responsibility to ensure that all staff new into post follow an induction process in line with the framework identified by the Trust, including immediate follow up of non-attendees. The first induction after commencement must be attended unless there are exceptional circumstances like sick leave. There is also a responsibility to monitor local compliance with the Policy and its

implementation, including holding Line Managers accountable for their responsibilities under this Policy.

3.3 LINE MANAGERS

Recruitment and Induction processes have been aligned so that a new starter's first day of employment is also the first day of Trust Induction. As far as possible, Line Managers have a responsibility to ensure that all new starters complete their induction upon commencement.

Line Managers are required to manage staff who fail to attend their induction upon commencement. Learning and Development run monthly compliance reports to identify where staff have not completed the required training. Staff should be booked on the next induction date, however, if they repeatedly fail to attend further action should be considered up to and including disciplinary action. If managers do not follow this action, the matter will be escalated to Heads of Department/Divisional Directors and HR Managers will be informed.

Line Managers also have a responsibility to ensure that the Statutory and Mandatory training needs of new employees are satisfied. Training requirements can be viewed on the individual's Compliance Matrix in ESR (Electronic Staff Record – an integrated HR Management System). Where further training is required in addition to that provided on Induction, for example more advanced resuscitation or child protection training, line managers need to ensure staff are booked and released to attend this training.

Line Managers need to make sure that staff have a local Departmental Induction in accordance with the framework identified by the Trust and that the completion date is recorded on the individual's staff record in ESR. Failure to do this may impact on the staff member's incremental pay.

There is also a requirement to communicate any issues with the induction process to the Learning and Development Department.

3.4 LEARNING AND DEVELOPMENT

Learning and Development Department have a duty to:

- Provide and keep departmental checklists and guidance notes up-to-date regarding Departmental/Local Inductions (Appendices B, C and D).
- Co-ordinate the programme content and publish current information concerning the dates of the induction sessions on ESR.
- Record attendance of Trust Induction on ESR and maintain these records. Produce Trust training compliance reports containing information of attendees and non-attendees on a monthly basis so that relevant follow-up action can be taken.
- Collate feedback from the induction process, monitor quality and issue comments to the trainers.
- Ensure the continuous improvement of the induction programme.
- Facilitate the induction days.

- Inform new staff of their need to keep up-to-date with their statutory and mandatory training in order to gain their incremental pay rise a year after commencement.

3.5 RECRUITMENT

Recruitment book all permanent and temporary new starters on to their Trust Induction at the recruitment stage via ESR. They notify the individual and their Line Manager of the dates before commencement in writing.

The Medical Workforce and Education Centre teams book medical staff onto induction via ESR and inform them of the dates.

The Recruitment team may also attend day one of the Trust Induction to capture any missing information from new starters to ensure to that the hire process can be completed effectively.

During induction the Recruitment team also commence the processes to issue new starters with their ID badges/security access card and smartcard and will, as far as possible, aim to provide new staff with these on completion of their induction.

4. IMPLEMENTATION

The Trust Induction programme has been designed to provide the majority of new starters with all of the statutory and mandatory training that they need to fulfil their roles safely and effectively when they commence on department. A new starter's first day of employment with the Trust should therefore be the first day of Trust Induction. The programme runs once a month, usually commencing on the first Monday of the month, except where a Bank Holiday falls. All induction training is delivered in the classroom.

4.1 TRUST INDUCTION

4.1.1 All new starters will attend a 2 day induction programme. For staff in clinical roles further attendance is required ranging from a further half a day to 2 days. A copy of the programme can be found at Appendix A.

4.1.2 The correct induction for staff to attend based on their job role is identified on the Statutory and Mandatory Training Profile Matrix located on the L&D intranet site.

4.1.3 All new starters will be given an induction workbook to complete during their induction training. Staff are required to answer questions on key areas covered in the training sessions on induction, the workbook should then be retained for reference when they commence on department. Clarity on any areas should be sought by the individual at their Departmental Induction.

4.2 DEPARTMENTAL/LOCAL INDUCTION

4.2.1 In addition to attending Trust Induction a departmental induction is also a mandatory requirement to be completed within one week of commencement by the employee's Line Manager. The induction

checklist at Appendix B should be followed; however, it is not a definitive list and as requirements may differ between departments it should be tailored accordingly.

4.2.2 The Line Manager should ensure that the new starter is made aware, during the departmental induction, of the statutory and mandatory training that they are required to maintain and any additional training they need to complete.

4.2.3 When completed, both the Line Manager and new employee should sign the document and a copy should be placed on the individual's personal file.

4.2.1 The completion date of the departmental induction should be recorded electronically on ESR by the Line Manager.

4.2.2 Employees who have been promoted or who have transferred departments must be included in the process.

4.2.3 At the end of the first month, it is advised that Line Managers meet with their new employee to review how they are getting along and deal with any unanswered queries. A note of this discussion should be made on the checklist document and retained on the individual's personal file.

4.2.4 ~~It is a mandatory requirement for all employees to have a departmental induction. This requirement is recorded on the Statutory and Mandatory Training Compliance Matrix.~~ Monthly compliance reports are produced by the Learning and Development Department to monitor compliance with statutory and mandatory training requirements. These reports are shared with the divisions via the HR managers and are also available on the HR KPI report available via the HR intranet site. The Bank Office and Medical Workforce also receive a copy of the report. Areas of non-compliance need to be dealt with as per section 13 of the Learning and Development Policy.

4.3 DOCTORS IN TRAINING

Doctors in Training who are new to Health Education England (WM) are required to complete an on-line (Deanery) clinical induction package prior to commencement and attend an induction on their first day of employment with the Trust to cover local elements. This is arranged by the Medical Education Centre Department. Doctors in Training who are unable to attend this induction session are required to attend the same programme as all other Trust staff as per section 4.1 above.

The Doctors in Training departmental/local induction is maintained and recorded via the appraisal documentation provided to all Doctors in Training by the Deanery via the Medical Education Centre in accordance with the Supervision of Medical Staff in Training Policy. A copy of the form that should be completed can be found at Appendix C.

4.3 VOLUNTEERS, BANK, HEALTH CARE STUDENTS AND OTHER TEMPORARY STAFF

4.3.1 The Trust recognises its responsibility for providing an induction process for volunteers, bank staff, healthcare students, locum doctors and temporary staff.

4.3.2 Volunteers attend a separate induction programme, specifically designed for them due to their different training and information needs. Volunteer inductions are run on a quarterly basis and bookings are made by the Volunteer Co-ordinator. The departmental/local induction checklist at Appendix D should be completed for volunteer staff.

4.3.3 All other staff (bank, locum doctors and temporary staff) should complete the induction programme detailed above in sections 4.1 and 4.2. However, the shortened departmental/local induction checklist available at Appendix D should be used. This form should also be used by departmental areas when they receive a new bank member of staff.

4.4.4 Work Experience learners, Department of Work and Pensions placements and Interns complete a tailored induction to suit their placements and also complete the departmental/local induction checklist at Appendix D.

4.4.5 All healthcare students will receive a Trust induction tailored to their healthcare discipline. All students should complete a local induction located within their clinical assessment documents.

5. WEST MIDLANDS STREAMLINING PROJECT

The Trust has committed to the West Midlands Streamlining Project which enables our Trust to accept evidence of current statutory and mandatory training that new staff have completed elsewhere which meets the Core Skills Training Framework standards, prior to joining Burton Hospitals NHS Foundation Trust..

As the scheme is designed to avoid the duplication of training undertaken, where individuals have previously completed any elements of the induction programme they will need to inform the Learning and Development department. Although some training records will be transferred automatically via the Inter Authority Transfer (IAT) process in ESR, proof of training undertaken may also be required in the form of certificates or a printout of the individual's previous training record on ESR.

Where previous completion of training can be accepted under the passport scheme it is acknowledged that the individual may need to access local knowledge or procedures to help them apply their training within our Trust. Where deficiencies have been identified the individual may need to attend Trust training courses/complete e-learning or local information will be covered at their Departmental Induction.

6. MONITORING COMPLIANCE AND POLICY EFFECTIVENESS

Monitoring Matrix - for corporate and local induction of permanent staff and local induction of temporary staff

Minimum policy requirements to be monitored	Process for monitoring e.g. audit	Responsible Individual/ Committee/Group	Frequency	Responsible Individual/ Committee/Group for review of results	Responsible Individual/ Committee/Group for development of the action plan	Responsible Individual/ Committee/Group for monitoring of the action plan
Minimum content of corporate/local induction	L&D continually review content to reflect changes to Statutory & Mandatory Training and take on board delegate feedback to make improvements	L&D	Monthly	Learning and Workforce Manager	Learning and Workforce Manager	Learning and Workforce Manager
Process for booking all new permanent staff onto corporate induction	Recruitment processes in Recruitment, Bank and Medical Staffing offices	Recruitment Manager/Bank Co-ordinator/Medical Education/Workforce Manager	Monthly	Recruitment Manager/Bank Co-ordinator/ Medical Education/Workforce Manager	Recruitment Manager/Bank Co-ordinator/ Medical Education/Workforce Manager	Recruitment Manager/Bank Co-ordinator/ Medical Education/Workforce Manager
Recording that all new permanent and temporary staff complete local induction	L&D Compliance Reports	Line Manager	Monthly	Learning and Workforce Manager/People Committee	Learning and Workforce Manager/ People Committee	Learning and Workforce Manager/ People Committee
Timescales of completion of corporate/local induction for all staff	L&D Compliance Reports	L&D	Monthly	Learning and Workforce Manager	Learning and Workforce Manager	Learning and Workforce Manager
Recording that all new permanent	L&D record attendance on	L&D	Monthly	Learning and Workforce Manager	Learning and Workforce Manager	Learning and Workforce Manager

staff complete corporate induction	ESR					
Follow up of those who do not complete corporate induction	L&D run monthly Trust compliance reports which are circulated to Divisions.	L&D/Line Manager	Monthly	Learning and Workforce Manager/ People Committee	Learning and Workforce Manager/ People Committee	Learning and Workforce Manager/ People Committee
Follow up of those who do not complete local induction for permanent and temporary staff	L&D run monthly Trust compliance reports which are circulated to Divisions.	L&D/Line Manager	Monthly	Learning and Workforce Manager/ People Committee	Learning and Workforce Manager/ People Committee	Learning and Workforce Manager/ People Committee

7. REFERENCES

- Department of Health. (2004). *Introduction to Today's NHS: NHS Corporate Induction Programme*. London: Department of Health. Available at: www.dh.gov.uk
- NHS Employers. (2008). *Staff Induction Packs*. Available on request from: www.nhsemployers.org
- NHS Employers and Department of Health. (2004). *Guidelines for NHS Employers: Induction Programmes for Consultants and GPs Recruited From Abroad*. London: Department of Health. Available at: www.dh.gov.uk
- NHS Executive. (1997). *Code of Practice in the Appointment and Employment of HCHS Locum Doctors*. London: Department of Health. Available at: www.dh.gov.uk

Appendix A

Trust Induction Programme

Welcome Day (Monday) All Staff	Induction Training Day 1 (Tuesday) All Staff
08:30 – 08:45 Arrival & Admin 08:45 – 09:00 Executive Welcome 09:00 – 09:10 Delivering care where it counts 09:10 – 09:30 Induction Housekeeping 09:30 – 10:00 Break 10:00 – 10:30 Introducing Ted 10:30 – 11:00 Small Change, Big Difference 11:00 – 12:00 Be the best you can 12:00 – 12:45 Lunch (not provided) 12:45 – 13:45 BHFT Market Place 13:45 – 14:45 Conflict Resolution/Fraud 14:45 – 15:00 Break 15:00 – 15:45 IT essentials 15:45 – 16:00 E-Rostering 16:00 – 16:05 Evaluations and Close	08:30 – 09:00 Adverse Incident Reporting 09.00 – 09.30 Infection Control 1 09.30 – 10:15 Health & Safety 10:15 – 11:00 Manual Handling (additional manual handling required for some staff groups) 11:00 – 11:15 Break 11:15 – 11:45 Food Hygiene Doctors - MH practical 11:45 – 12:15 Information Governance 12:15 – 13:00 Fire Safety 13:00 – 13:30 Lunch (not provided) 13:30 – 14:00 Prevent Awareness 14:00 – 14:30 Equality & Diversity 14.30 – 14:45 Break 14:45 – 15:45 Child Protection 1 15:45 – 16:15 Safeguarding Adults 1 16:15 – 16:30 Evaluations and Close *Non clinical staff finish*

Induction Training Day 2 (Wednesday) Clinical staff only	Induction Training Day (Thursday) Specified Clinical Staff
08:30 – 09:45 BLS 09:45 – 12:00 Safeguard Adults 2 (incl 15 min break) 12:00 – 13:00 Infection Control 2 13:00 – 13:30 Lunch (not provided) 13:30 – 15:00 Blood Transfusion *Doctors and Specified AHP staff finish* 15:00 – 15:15 Break 15:15 – 16:25 Clinical Educational Topic 16:25 – 16:30 Evaluations and Close	08:30 – 13:00 Patient Handling Theory/Practical 13:00 – 13:30 Lunch (not provided) 13:30 – 16:30 Child Protection 2 16:30 – 16:35 Evaluations and Close

Appendix B

Burton Hospitals NHS
NHS Foundation Trust

Departmental/Local Induction Checklist

DOCUMENT TITLE	Departmental Induction Checklist ***When completed this document must be placed in the employees personal file***		
Employee Name			
Post			
Department			
Date Checklist Started		**Date Checklist Completed**	
On completion of Induction	**1. Copy to individuals employment file** ☐ **2. Copy to Employee** ☐ **3. Enter completion date on ESR** ☐		

Employees with a disability (as described under the Disability Discrimination Act 1995)
Are there any adjustments required to allow or assist the employee to carry out their duties?
Yes / No / Not applicable
Has a Disability Employment Advisor been involved?
Yes / No / Not applicable

Personal information	**Date completed**
Introduce new employee to other staff and team members	
Hours of work/leave entitlement	
Dress code	
Uniform/protective clothing issued	
Security of personal possessions	
Departmental information	
Department meetings, communication	
Department structure, outline, & routines	
Use of telephone/bleep system	
Confidentiality issues relevant to Department/Role	
Local guidelines for reporting absence	
Computer access and email supplied	
Access to relevant systems arranged and any training organised	
Emergency procedures (Fire, Bombs, Evacuation & Major Contamination)	
First aiders /location of first aid box.	
Location of ward assurance data base/ward board	
Department Guidance	**Date completed**
Health and safety	
Knowledge of health & safety policy	
Individual health and safety responsibilities	
Identification of equipment requiring familiarisation & training	
Incident reporting – clinical and non-clinical	
Local health and safety representatives & location of notice boards	
Disposal of waste	

Control of infection	
COSHH	
FFP3 Mask Fitting *(please state not applicable if not required in your area*)	
Manual handling	
Slip, trips & falls	
Fall from height	
Handling violence and aggression	
Inoculation injuries	
Other specific health and safety issues discussed: i.e. lone worker	
Display screen equipment Assessment conducted	
Location of facilities, including restaurants, staff rooms, toilets, shop.	
Policies and procedures	
Location of policies & procedures	
Essential policies to read, including:	
Discipline	
Grievance	
Sickness	
Annual Leave	
Information Security	
Confidentiality	
Social Media	
Equal Opportunities	
Bullying and Harassment	
Uniform	
Smoking	
Whistleblowing	
Quality and Patient Safety:	
Ward assurance	
Safety thermometer	
Medication Administration Assessment	
Training and development	**Date completed**
Mandatory Training *(as per Compliance Matrix on ESR)* explained	
Impact of mandatory training on staff increment process explained *(i.e. if staff are not up-to-date with their mandatory training their incremental pay progression will be withheld)*	
Any requirements for additional mandatory training planned (not covered on Induction)	
Induction Workbook Completed	
ESR training booked (as appropriate – dates on ESR)	
Appraisal Process explained	
Expectations of post and limitations of role identified and discussed **including any requirements for additional training or supervised practice**	
Mentorship, Support and advice **offered/ given to new employee**	
Smartcard terms and conditions agreed	

This page should be inserted following page 3 if required

Other Role/Department Specific Information/Policies and procedures	Date completed	Employee's Signature	Manager's Signature

To be completed by the employee

I have undertaken the Departmental Induction and completed the checklist with my manager / deputy or mentor.

Please make comments on your induction experience and the departmental induction process.

Employee's signature…..... Date…….....

Print Name …….

<u>To be completed by the manager</u>

I have completed the Departmental Induction Checklist with the above employee.

The following action has been agreed:

Manager / Deputy / Mentor

Signature..... Date.....

Title……

Print Name…….……..

When completed the original copy 1 of this document must be placed in the employee's personal file

Copy 2 must be given to the employee. Please enter onto ESR that the individual's Departmental Induction has been undertaken.

Please ensure that the Departmental Induction completion date is recorded on the individual's record in ESR.

Departmental/Local Induction Form - Medical Staff

When carrying out a departmental induction please use this form to ensure all areas are covered. Please sign and return to Vicki Hall at the Medical Education Centre.

	Tick below to indicate this is complete
Departmental tour	
Discussion of key staff	
Discussion of rota	
Arranging annual leave (6 weeks notice should be provided. Annual leave forms can be found on the Intranet)	
Arranging study leave (6 weeks notice should be provided. Study leave forms are submitted to MEC and can be found on the intranet)	
Discussion of Mandatory Training requirements	
Ward routine and protocols	
Competencies	
Guidelines (shown where to find guidelines)	
Policies and Procedures (shown where to find the local policies and procedures)	
Policies and Procedures accessed and read	
Medical Devices (shown where to find medical devices and arrangements made to be shown how to use them)	
Sickness (discuss the reporting policy)	
Audit	
Appraisal (discussed the appraisal process)	
Teaching (departmental teaching takes place weekly, Teaching dates can be found on the intranet)	
Allocation of educational supervisor	
Smartcard and/or ESR training delivered and smartcard terms and conditions agreed	

Comments:……..……

Induction completed Date:……..……

Consultant/Inductor:…….……....
(Please sign and print name)

Trainee/Inductee:……..……
(Please sign and print name)

MEC official Use

Trust Induction (enter date if possible)	
Online Generic e-induction (enter date if possible)	
Entered on ESR (enter date and initial)	

Appendix D

Burton Hospitals NHS
NHS Foundation Trust

DEPARTMENTAL/LOCAL INDUCTION CHECK LIST Temporary Worker(For Bank staff, volunteers, students & work experience)
Temporary Staff Members Name: …… Post…….. Allocated Placement……..……..…… Date of Placement Start…….Complete ……

PERSONAL INFORMATION	Activity Undertaken Y/N
Introduce yourself to the temporary staff member explaining your role within the Department and introduce to other team members	
Advise of all duties, tasks and responsibilities	
Tour of the Department	
Security of personal possessions	
Dress/Protective clothing/uniform	
Confirm where to leave timesheet/documentation if applicable	
Are any adjustments required to assist the individual to undertake their work in accordance with the Disability Discrimination Act?	
Smartcard and/or ESR training delivered and smartcard terms and conditions agreed	
DEPARTMENTAL INFORMATION	
Immediate named support person within the department for the individual	
Department structure, outline & routines	
Location of policies and procedures	
Location of: Restaurant, Pay Telephones, Toilets & Shop	
Use of telephone/bleep system including knowing Dept. telephone number	
CLINICAL INFORMATION	
Location of treatment pathways as applicable	
Department escalation process, reporting to the nurse in charge/ EWS/ SBAR tool.	
HEALTH & SAFETY	
Individual Health and Safety responsibilities (including no-smoking policy)	
Emergency Procedures and equipment	
Fire: procedure and assembly point	
First Aid: who are the first aiders and location of first aid box.	
Incident reporting: Clinical – Non Clinical	
Car parking facilities	
Re-enforcing confidentiality	
Rest Breaks: 20 minute break to be taken in line with WTD if daily working hours exceeds 6 hours	

SPECIFIC INFORMATION	

It is the responsibility of both the volunteer / temporary staff member and the Manager / Supervisor / Mentor to ensure that the departmental induction is undertaken on the first day within each new department.

I have undertaken the Departmental Induction and completed the checklist with my allocated placement Manager/Supervisor/Mentor

Temporary Workers Signature

……..…….Date…….....

To be completed by the manager/supervisor/Mentor

I have completed the Departmental Induction Checklist with the above temporary staff member.

Signature……...……Date……

Title……...……

Print
Name……..……

On completion of the Departmental check please forward this document to your placement co-ordinator for retention in their personal file. I.E. Bank Co-ordinator, Work Experience Co-ordinator or Trust Volunteer Co-ordinator. Students are to retain the document in their portfolio/clinical practice documents.