Induction Policy

PRN-78: **Induction Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to ensuring that all new employees, volunteers, contractors, and agency workers receive a comprehensive, structured, and supportive induction. The induction process is essential for embedding organisational values, safeguarding culture, professional standards, and operational expectations.

This policy outlines the induction framework that ensures every new team member is fully prepared, confident, and competent before delivering companionship services to vulnerable adults, disabled individuals, and children.

2. Key Principles

- **Consistency:** All staff receive a standardised induction experience.
- **Safety:** Induction prioritises safeguarding, professional boundaries, and risk awareness.
- **Clarity:** Expectations, responsibilities, and procedures are clearly communicated.
- **Support:** New staff are guided, mentored, and encouraged throughout the process.
- **Compliance:** Induction aligns with legal, regulatory, and organisational requirements.
- **Competence:** Staff must demonstrate readiness before working independently.
- **Culture:** Induction reinforces CAREHOPES's values and ethos.

3. Policy Statement

CAREHOPES ensures that all new staff complete a structured induction programme before undertaking any companionship duties. The induction process includes:

- Safeguarding training
- Professional boundaries
- Lone-working safety
- Operational procedures
- Digital governance
- Cultural competence
- Health and safety awareness
- Role-specific expectations

No staff member may begin service delivery until induction is fully completed and signed off.

4. Purpose

- Ensure new staff understand their role, responsibilities, and boundaries
- Embed safeguarding awareness and reporting procedures
- Promote safe, high-quality companionship practice
- Support staff integration into the organisational culture
- Ensure compliance with regulatory and legal standards
- Reduce risk and strengthen service user protection

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers

It covers induction for:

- Companions
- Supervisors
- Administrative staff

- Operational support staff

6. Related Policies (Selected ONLY from relevant categories)

Human Resources & People Management

- **PRN-065** Recruitment and Selection Policy
- **PRN-081** Supervision and Appraisal Policy
- **PRN-115** Disciplinary Policy
- **PRN-124** Grievance Policy
- **PRN-043** General Leave Policy
- **PRN-079** Sick Leave Policy
- **PRN-132** Probation Policy
- **PRN-032** Employee Wellbeing Policy
- **PRN-084** Training Learning and Competency Assessment Procedure

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-131** Prevent Duty Awareness Policy
- **PRN-056** Mental Capacity Act Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy
- **PRN-004** Anti Harassment & Anti Discrimination Policy
- **PRN-030** Dignity and Respect Policy

Operational Delivery

- **PRN-109** Companionship Standards Policy
- **PRN-017** Companion Charter

- **PRN-018** Companion Completion Checklist
- **PRN-019** Companion Referral Engagement Policy

Safety, Health & Risk Management

- **PRN-046** Health and Safety Policy
- **PRN-069** Risk Assessment Policy
- **PRN-100** Environmental Safety & Home Condition Policy

Digital, Cyber & Information Governance

- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy
- **PRN-049** Information Governance and Cyber Security Policy

7. Definitions

Induction: A structured process that prepares new staff for their role.

Mandatory Training: Training that must be completed before delivering services.

Competency Sign-Off: Formal confirmation that a staff member is ready to work independently.

Buddy/Shadowing: A supervised period where new staff observe experienced companions.

8. Induction Components

8.1 Organisational Introduction

- Mission, values, and culture
- Safeguarding ethos
- Professional expectations
- Overview of services

8.2 Safeguarding Training

Covers:

- Adult safeguarding
- Child safeguarding
- Domestic abuse awareness

- Prevent Duty
- Reporting procedures
- Professional boundaries

8.3 Operational Training

Includes:

- Booking and scheduling
- Communication protocols
- Lone-working procedures
- Working in pairs
- Proxy Working Principle
- Gadget and digital safety

8.4 Health & Safety

Covers:

- Fire safety
- First aid awareness
- Infection control
- Manual handling
- Environmental risk assessment

8.5 Digital Governance

Includes:

- GDPR compliance
- Confidentiality
- Secure communication
- Cyber security awareness

8.6 Cultural Competence

Covers:

- Respecting diverse backgrounds
- Supporting cultural and spiritual needs

- Inclusive communication

8.7 Role-Specific Training

Examples:

- Companionship standards
- Emotional intelligence
- Relationship-centred care
- Person-centred support

9. Shadowing & Buddy System

New companions must:

- Shadow experienced staff
- Observe best practice
- Learn safe engagement techniques
- Understand boundaries in real settings

Shadowing continues until competency is demonstrated.

10. Competency Sign-Off

A supervisor must confirm:

- Safeguarding understanding
- Operational readiness
- Boundary awareness
- Communication competence
- Risk awareness
- Digital compliance

Only then may the staff member work independently.

11. Documentation & Record Keeping

Induction records must include:

- Completed training modules
- Shadowing notes
- Competency assessments

- Sign-off forms

Records must be stored securely.

12. Failure to Complete Induction

If induction is not completed:

- Staff may not work independently
- Additional training may be required
- Employment may be delayed or terminated
- Safeguarding concerns may trigger disciplinary action

13. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Feedback from staff or regulators