



INDUCTION  
WELCOME TO THE TEAM





- \* ASA Structure
- \* Matching Process
- \* Mission Statement/Values
- \* Role and Responsibilities
- \* Support System
- \* Training, Learning and Development
- \* Service provision
- \* Contractual Information
- \* Confidentiality
- \* Record Keeping
- \* Safeguarding
- \* Professional Boundaries
- \* Capacity
- \* Health and Safety
- \* Moving and Handling
- \* Well-being



## Induction Programme

Welcome to Adult Supporting Adults Induction.

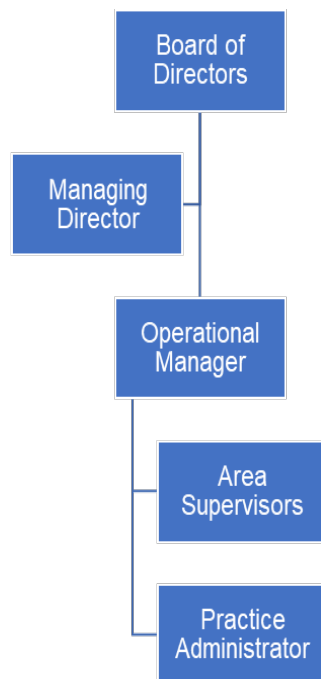
Please read this booklet which will provide useful information for your role of Support Worker.

You will be provided with an induction checklist detailing the components you will need to complete within the first 12 weeks of your induction. This includes some administration tasks so you are fully set up on all of ASA's systems as well as mandatory training which you will be asked to complete.

When your induction checklist is completed the next part of your on-going development will be discussed which will involve working through ASA's competency framework. The framework is a list of key areas of knowledge and performance related to your role.



## Who are Adults Supporting Adults?



## Matching and Value Based Recruitment

ASA are committed to recruiting support workers by establishing strong workplace values and ensuring that the workforce matches them. One of the ways this is achieved is by building rota's around peoples needs and preferences and matching people who need care and support and recognising changing needs and circumstances of people using the service. your learning and development needs. The Pen Picture includes:

When a support worker commences work with ASA you will have been asked to complete a pen picture, the information you provided helps ASA to match you appropriately to clients. It will also be used as a tool to review

- How you describe yourself?
- Provide a brief overview of your experiences of working with vulnerable people.
- What are your hobbies and interests?
- Are there any health and safety issues ASA should be aware of? Are you happy to support clients with wheelchairs?
- Are there any activities you are would prefer not to support a client with i.e. swimming
- Availability to work, what days/times can you offer?



## **ASA Mission Statement**

To provide a value for money service to those that buy and commission our service.

To financially breakeven and invest any surplus funds in service development.

To deliver a range of services to ensure people we support are as independent as possible living in the community of their choice.

Provide preventive support to reduce instances of further complex or statutory services being required.

To provide necessary resources, training and support to staff in order to constantly improve the quality of our services.



## **Vision and Values**

People we support will always be at the center of our service through our range of services provided, we will seek to empower individuals to live better lives.

### **ASA will always work with Dignity and Respect**

- Take time listening to people to get to know them and their needs and communicate clearly and politely.
- Respect people's right to make their own choices and decisions about how they want to be supported.

### **ASA will always seek Learning and Reflection**

- To accept, think about and learn from feedback received.
- To be honest and transparent.
- To know our own limits to identify and communicate when help and support is needed or am feeling stressed.

### **ASA will strive to Work Together**

- Offer people a range of realistic options we can provide.
- Committed to working as part of a team.
- Understand and respect that other people have different priorities and needs.

### **ASA will ensure Commitment to Quality and Support**

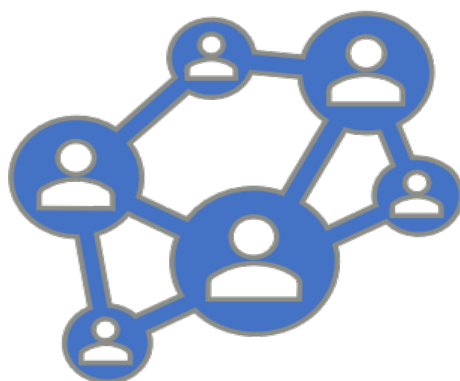
- Give people our full attention and support.
- Are kind, reliable, empathetic, compassionate and flexible to those we support.



## Support Worker Role

As a support worker you will become a valued member of our team. In line with the team structure, when commencing work with ASA you will be supported by the senior management team and will be assigned to the senior support worker for the area in which you will be working.

The structure of the team ensures as that as well as having support from the office-based team you will also have support from the senior worker in your locality to ensure you feel part of the wider team within the organisation as well as part of the team in the area in which you work.



Adults Supporting Adults have an on call system which we would ask you to call for any absences or if you need to speak to a member of the team urgently. This number is **07775806096**.

On commencement of employment you will be informed of who to contact for other queries.





## Support System



Online Works Management System support



Support from office - Face to Face, Telephone, Text, Email



Support from Senior Support Worker



Training – Face to Face, Distance Learning



On-Call support from a Senior Manager



## ASA Locality

ASA supports people across Lincolnshire, the main areas where there are teams of support workers based can be seen on the map below.

ASA has over 250 clients and over 65 Support Workers



## **Training, Learning and Development Needs**

Learning and development needs are carried out at the start of employment with ASA and then reviewed at regular intervals.

All support workers must demonstrate required levels of competence within their work role. This is in line with ASA's value based recruitment. ASA are committed to ensuring that all staff are suitably qualified, competent, skilled and experienced to be able to meet the needs of the people using the service. This is part of CQC's regulation 18 .

All support workers will receive the support, training, professional development and supervision necessary to be able carry out their role and responsibilities. Enabling staff to be able to provide people with safe, effective, compassionate, high quality care.

This is achieved through a comprehensive induction program which is linked to ASA's competency framework and then embedded within the supervision process.



## **Service Provision**

ASA is a not-for-profit social care charity working alongside adults across Lincolnshire. Our support services are provided on a 1:1 basis to enable people to try new opportunities and lead a lifestyle of their choice whilst promoting independence within the community.

ASA have been delivering social care support within Lincolnshire for almost 30 years. We worked as part of Lincolnshire County Council for 16 years before becoming a registered charity in 2005. We provide community support to anyone over the age of 18 across the whole of the county.

### **Sit2Gether**

As a provider of the sit2gether service you will be asked to sit with a client in their home whilst the main carer has a break. The focus of this support is about offering company and stimulation in the form of your presence and conversation. This support is extremely valuable to people who offer regular care to a loved one. The day and time will be agreed to ensure they can book appointments for themselves knowing someone will be there to care for their loved one. ASA offer this support for up to three hours at a time, we encourage family members to have games, magazines and music available to aid interaction. But sometimes it is purely your presence which is required.



## **Community Support**

Community support is a service that offers opportunities to those who wish to access social and community-based facilities or require support in the home to continue to live independently in the community.

As a support worker you will offer regular support on an agreed day and time of the week and develop a positive working relationship with the client supporting them to meet their outcomes. The outcomes are individualised and could cover a wide range of activities, including:

Supporting with domestic skills, such as cooking and managing personal finances and correspondence

Enabling people to develop community networks and make friends.

Supporting people to access their community to complete everyday tasks like shopping and banking or visiting friends.

Accompanying people to classes or groups or supporting people back to work

Enabling people to visit places of interest and explore new opportunities

Offering emotional support and guidance and just listening to people



## **Contractual Commitments**

Once you have agreed to support a client you will be expected to work the hours agreed on the support plan. You must not work outside of the agreed hours. Any changes to hours or days must be discussed with ASA prior to changing them.

### **Length of the Client Contract**

There is no end date for each contract. In general, when contracts do come to an end, it is because the funding has changed, or the client's health has deteriorated. When the contract ends, often suddenly, ASA are not obliged to fulfil those hours. However, ASA will look at other referrals which may be a good match for you. If a client cancels a session with less than 24 hours notice, then you can still claim for those hours in the same way as you would if you had worked them.

### **Terms and Conditions as an Employee**

The terms and conditions will be set out in your contract of employment which you will receive a copy of. Copies of the policies and procedures are available on the works management system. The most relevant policies and procedures will be covered during you induction. You will also be expected to adhere to the Skills for Care Code of Conduct for Healthcare Support Workers and Adults Social Care Workers in England.

### **Notice of termination of Contract**

You should give as much notice as possible if you decide to leave ASA. If you leave within 6 months of starting, ASA will seek to recover the costs of the DBS Check and any training completed.

A letter of resignation must be addressed to:  
Stephen Johnson, Adults Supporting Adults, 17 Watergate, Sleaford,  
NG34 7PG.



**Sickness Procedure**

Please notify a member of the team at the head office of your 1st day of sickness. You can self-certificate for 7 days, then a Doctor's Sickness Certificate is required from the 8th day of sickness. Let the office know the 1st day you are fit for work, whether or not this is a day you would normally work for ASA.

**Accident/Incident Reporting**

If you are involved in or witness an accident involving a member of staff or client with whom you are working with, you must inform ASA straight away. If this occurs out of office hours, please use the 'On Call' telephone number to inform a member of ASA staff. You will be requested to complete an Accident/Incident Report form. This form will be sent to you through the ASA Works Management System.

**Confidentiality**

You will be privy to a lot of confidential information about the clients you will work with. This will be both written and verbal information. All information you receive about the client and their family and friends is to be kept confidential. It is not to be used as a topic of conversation anywhere. You will have access to a client support plan on the Work Management System. You must not download this document.

**Pay**

You will be paid on the 23rd of each month after inputting your hours each month. For example, if you input your hours for the month of June you would then be paid these hours on the 23rd of July. You will be able to access your payslip online via the 'Pay dashboard' which you will be sent a link for.

**Pension**

ASA have a Nest pension scheme, please ask if you would like to receive more information about this.



## Standards

To be able to do your job competently you must have skills and knowledge and work in ways that are set out nationally and as defined by our organisation. The main standards which underpin the work and ethos of Adults Supporting Adults are:

The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

ASA's Policies and Procedures

An induction program for all team members

Care Values as outlined in the Skills for Care Certificate





## Code of Conduct

The code of conduct for Healthcare Support Workers and Adult Social Care Workers includes the following principles:

- Be accountable
- Promote and uphold privacy
- Dignity, rights, health and wellbeing
- Work in collaboration
- Communicate in an open, and effective way
- Respect a person's right to confidentiality
- Strive to improve the quality of care and support
- Uphold and promote equality, diversity and inclusion



## Responsibilities

You have responsibilities to the people that you provide support for including:

- Safeguarding their safety and welfare
- Involving the individual and their support network in the planning, delivery and review of their care
- Ensuring that their dignity is promoted, and their rights upheld
- Supporting the person to complain or raise concerns if care is inadequate or rights are not upheld.
- To work in agreed ways that are safe for them and those around them and to discuss safety concerns with their manager
- To treat other people's private and sensitive information confidentially
- To treat others equally regardless of protected characteristics.

Protected characteristics  
The Equality Act 2010 identifies nine *protected characteristics* or groups that are protected under equalities law.



## Confidentiality

The information about an individual's care and support may be personal and sensitive. This information must be treated as confidential and only shared with people who need to know.

Respecting confidentiality is:

- A legal requirement
- Essential to promote the individual
- An important part of building trust
- It is good practice to always seek consent to share information
- Information should only be shared on a need to know basis
- Always validate who requires the information and why
- Always record your actions including what information you actually shared
- Confidentiality should not be confused with secrecy
- Informed consent should be obtained but if this is not possible and other vulnerable adults are at risk, it may be necessary to override consent
- It is not appropriate to reassure absolute confidentiality where there are concerns about poor practice or abuse, especially in situations where other people may be at risk.



## Confidentiality

Increasingly, personal information is stored in computer databases. The General Data Protection Regulation (GDPR) 2016 regulates the use of this information ('data') to balance the individual's right to confidentiality and an organisation's need to use it.

There is a right under the Freedom of Information Act and the Environmental Information Regulations (EIR) to request information held by public authorities. This came into force in January 2005 and is known as 'the right to know'. It allows you to access recorded information (such as emails, meeting minutes, research or reports) held by public authorities in England, Northern Ireland and Wales.

Overall, you have a responsibility as a health or social care worker to safeguard an individual's personal information. You should also treat personal information about other workers that you have access to in the same way. Your employer must have systems in place to meet the legal requirements about storing information and you must act within your employer's agreed ways of working. ASA will talk you through the works management system in place to protect information.



## Safeguarding

Safeguarding adults is the responsibility of any member of staff who through their role may come in contact with adults who have care and support needs including their families, consequently they are required to understand what abuse and neglect is and what to do if they are worried about an adult who may be at risk of abuse and neglect.

**Anyone who has contact with an adult...must understand their own role and responsibility (to safeguard).**

ASA have an open and transparent approach. Please take time to read the Safeguarding policy on the works management system.

Adult Safeguarding means protecting a person's right to live safely, free from abuse and neglect (DoH, 2004).



## Capacity & Consent

If a person lacks capacity to give consent or understand they are being abused, we have to apply the principles of the Mental Capacity Act 2005. The key areas of those principles for you to remember are:

Adults must be assumed to have capacity unless it is established that he lacks capacity. If it is established the adult lacks capacity anything done for that adult must be done in their best interest.

Adults have the right to make their own decisions even if you feel that the decision, they have made is unwise.

Any actions taken in the best interests of a person must be the least restrictive to their basic rights and freedom



## Professional Boundaries

Professional boundaries provide the framework for healthy relationships between a support worker and a client. They are the physical and emotional limits that protect the clients vulnerability and protect the worker from becoming over involved and blurring the boundaries. Healthy professional boundaries ensure the care provider – client relationship is a safe one where the focus remains on the client.

Working with difficult issues can be stressful and draining. Maintaining professional boundaries can help us to manage ourselves and our emotions. Failing to maintain boundaries can lead to issues of serious neglect and abuse with clients either through failure to offer necessary support or by the relationship slipping into inappropriate ways. Being self-aware and keeping a check on yourself is essential.



Adults Supporting Adults overriding requirement of staff is to ensure the existence of appropriate professional boundaries are maintained. We encourage staff to befriend clients and develop positive working relationships in order to foster trust and confidence; however, we discourage staff from becoming overly familiar with clients. Staff are required to understand the boundaries of what is acceptable from a professional whilst maintaining a healthy boundary between professionalism and over familiarity.



## Health and Safety



Our policy is to provide and maintain a safe and healthy work environment for all our employees and others who may be affected by our activities, e.g. the public and our customers.

The Senior Management Team recognises and accepts their overall responsibility for health and safety, and will ensure that the following arrangements are in place to satisfy the health and safety regulations and codes of practice that are applicable to their business.

The general responsibilities are to ensure adequate resources are provided to allow the organisations safety policy to be effective, understand, initiate and monitor the effectiveness of the implementation of the Health and Safety Policy, ensure that suitable equipment is provided and maintained and conforms to all relevant statutory provisions, ensure that equipment used are suitable for the purpose and comply with all relevant statutory provision and ensure first aid, firefighting and any other relevant emergency equipment is provided and readily available.





## **Health and Safety**

It is your responsibility to co-operate in the implementation of this Health and Safety Policy within your areas of influence. You have a legal duty to ensure your own safety and the safety of others (for example your fellow workmates, contractors working on the same premises and customers and visitors to the premises) under the Health and Safety at Work Act 1974. You must therefore comply with safety rules, operating instructions and working procedures, laid down in your area of work, and take reasonable care, to the best of your knowledge, to avoid injury to yourself and others.

Use all equipment and protective clothing where and when it is required, and in the correct manner. In addition, you must report any fault or deficiency in the equipment, immediately to your Supervisor.

Report all accidents, injuries, near misses, spillages and any other potential safety hazards, promptly to your Manager/ Supervisor.



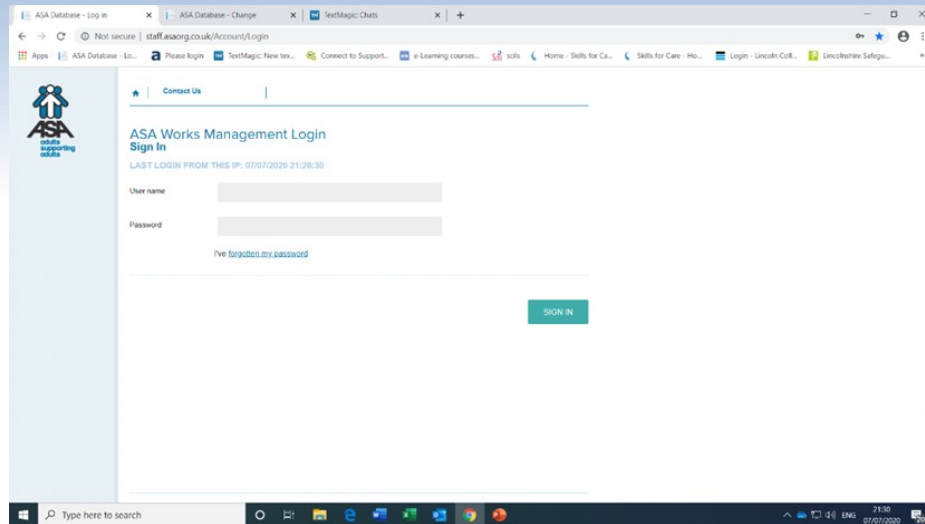
## **Moving and Handling**

It is the responsibility of ASA to ensure that all staff follow the appropriate safe systems of work and make full and proper use of the equipment provided, e.g. wheelchairs, frames and any kinds of aids.

- ☐ Back strains can be avoided if lifting is carried out in the correct manner, i.e. with leg and arm muscles rather than back muscles.
- ☐ You should be mindful of your own capabilities, and should not lift anything that you believe to be too heavy. Seek assistance!
- ☐ It is your responsibility to make full and proper use of Personal Protective Equipment PPE, non-latex gloves etc. are provided to you free of charge. It is your responsibility to make full and proper use of any PPE provided to you and report any loss or defect immediately.



## Record Keeping



ASA's Work Management System is an online system where you can access policies and procedures and resources relating to your role, Information relating to the clients you will be supporting, completion of timesheets and practice sheets.

Please refer to the Work Management System Guidance hand-out for further guidance on accessing this system.





At the end of your six-month probationary period a member of the senior management team will discuss your development within the organisation and training opportunities.

Adults Supporting Adults are committed to team members on-going continuous professional development and have further training opportunities available. These include courses such as First Aid for Mental health and a range of Level 2 courses on topics such as Common Health Conditions, Counselling Skills, Equality and Diversity, Extended Certificate in Health and Social Care, Principles of dementia care, Understanding nutrition and health, Understanding Autism, Understanding behaviour that can challenge, Understanding specific learning difficulties, Understanding the care and management of diabetes and Working with individuals with learning difficulties.

It is crucial that staff feel valued, supported and trained to do their job well.



## Well-being

The Government's Department of Health advises that one in four of us will experience mental ill health at some point in our lives. ASA as employers therefore recognise the steps necessary to promote positive mental health and support those experiencing mental ill health.

ASA aim to create and promote a culture where employees are able to talk openly about their job and mental health problems and to report difficulties without fear of discrimination. **Policy actions:**

- Give employees information on and increase their awareness of mental wellbeing.
- Provide opportunities for employees to look after their wellbeing, for example through opportunities to talk, ensuring good communication between management and staff.
- Offer employees flexible working arrangements that promote their mental wellbeing.
- Monitor workloads to ensure people are not overloaded.
- Ensure staff have clearly defined job descriptions and responsibilities.
- Provide appropriate training and meaningful development opportunities.
- Give new employees a comprehensive induction programme.
- Treat all matters relating to individual employees and their mental health problems in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.
- Discussing with all new employees at induction through a mental health and well-being discussion any support they feel they may need and reviewing this in supervisions.





## **Contact Us**

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Email : [enquiries@asaorg.co.uk](mailto:enquiries@asaorg.co.uk)

Visit our Website  
**[www.asaorg.co.uk](http://www.asaorg.co.uk)**