

**Cambridgeshire County Council
Statutory and Mandatory Training Standards for Frontline Support
Staff working in Adult Social Care
November 2017**

What are Training Standards?

Training Standards are sets of key learning outcomes and other relevant information around specific areas of training for frontline Support staff working within Adult Social Care.

They are designed to provide staff, Managers, Social Care Providers and Training Organisations in Cambridgeshire with clear guidance as to Cambridgeshire County Council minimum requirements around training in these specific areas.

Why do we need Training Standards?

Good quality training is a key means of enabling staff to develop the knowledge and skills required to deliver high quality, person-centred services to people to maximise their health, safety and well-being.

There are specific areas of training that all frontline staff must undertake to achieve this. However, there is currently wide variation in course content, methods of delivery and refresher requirements around these specific areas of training. This is confusing; makes it difficult for those commissioning training to judge quality, and is not cost or time-effective since training often has to be repeated as staff move from one organisation to another. Most importantly this variation could represent an unacceptable level of risk for both staff and those they support.

The Training Standards bring together all the necessary information around these key areas of Social Care training in one document. By following the standards you can be sure you are meeting Statutory and Mandatory requirements for training in these areas.

What training do the Standards apply to?

The Standards apply to the areas of training that are considered Statutory (as designated by the Care Quality Commission) or Mandatory (as designated by Cambridgeshire County Council) for frontline staff supporting vulnerable adults.

Currently this covers training in the following areas:

Care Certificate Induction for New Starters)
Moving and Handling
Fire Safety
Basic Life Support/Emergency First Aid at Work
Infection Prevention and Control
Food Safety
Fluids and Nutrition
Medication
Safeguarding Adults
Dementia Awareness
Autism Awareness
Epilepsy training
Care Act Training
Positive Behaviour

Please note: If any of the training areas outlined above do not currently form part of your contract with CCC you will not need to train your staff in these subject areas. In the event that the nature of your service has significantly changed since your contract was initially established and as a result now encompass new areas of activity which do feature in the above training list you are advised to contact the relevant CCC Contracts Manager for guidance.

Additionally, standards relating to Dementia Awareness and Autism Awareness are currently being developed.

How are the Training Standards different to the Skills for Care Knowledge Sets?

The Training Standards, unlike the Skills for Care Knowledge Sets, outline the required standard for Statutory and Mandatory training that must be undertaken by frontline Support staff working in Cambridgeshire. They also, unlike the Knowledge Sets, provide detail regarding training delivery, resources, the qualifications required by the trainer and refresher requirements.

Where it is relevant, the Training Standards incorporate the appropriate Knowledge Set.

How were the Training Standards developed?

The Training Standards have been developed by a multi-agency, multi-disciplinary group comprising training professionals from both within and outside of the County Council, representatives from Commissioned and Statutory Services (Learning Disability, Older People, Physical Disability), a CCC Contract Department representative, and a specialist adviser for each training area.

The Training Standards reflect current legal, policy and best practice requirements and are linked to Skills for Care Common Induction Standards and where this is applicable.

Once a staff member has completed their Induction, the Training Standards give guidance as to what additional training, if any, is required in each area. The Training Standards have been approved for use by Cambridgeshire County Council (CCC) Senior Management groups.

What are the benefits for my service?

The Training Standards offer complete clarity in respect of what the Statutory and Mandatory training for frontline Support staff should contain.

By following the standards you will ensure that your training is current, relevant, is within the law, and meets the requirements of CCC.

If you are developing and delivering your own training, the Standards will provide you with a clear and concise guide upon which to build your training and produce learning materials. If you are purchasing your training externally, the Standards will provide you with a clear specification by which to commission this training.

Any other benefits?

The Training Standards have been specifically designed to eradicate unnecessary training activity as staff move between organisations; to provide definitive guidance around refresher periods, and to enable more basic elements of training to be provided in the work place by appropriate staff.

Crucially, the Training Standards provide you with a tool by which you can easily assess the content and quality of the training which you are currently providing to your staff

How do I use the Training Standards?

If you commission your training from a third party you would simply provide the trainer or the training organisation with the training standard for the relevant area of training and they will use this as their base specification for developing your training package.

The strength of this model is that you are not tied down to using any particular Training Organisation, but are at liberty to commission training from the most convenient or cost effective provider who can show that they can meet the requirements outlined in the Training Standards.

Alternatively, if your organisation provides training in house, the Training Standards provide a straightforward and unequivocal specification for content, delivery and refresher training.

You are at liberty to exceed the standard of training if you so desire, for example to meet the requirements of your organisations policy relating to any relevant area.

All relevant training which is provided by CCC will automatically meet the Training Standards as each standard is developed.

Do I now need to automatically retrain all my staff?

The Training Standard will apply automatically to all new contracts and be included as part of any contract renewal. However, where existing Statutory and Mandatory training is still in date, you would not be expected to train to the new standards until the current training has expired.

If the new Training Standards are not specifically referred to in your current contract, it is only recommended that you apply the Training Standards.

The only deviation from this may be in exceptional circumstances where the standard of training within a service was considered to be particularly poor, or if there were safeguarding issues directly connected to training.

How will the Training Standards be updated?

Legislation, policy and best practise change and develop over time.

It will be the role of the relevant CCC Training Managers to ensure that the Training Standard for their specific area of responsibility is maintained and updated as required.

Questions and Feedback

If you have any questions or comments relating to these Training Standards you can contact the Training Manager named on each Standard. Alternatively, you can contact Cambridgeshire County Council's Adult Social Care Quality and Workforce Development Team.

If you have a query regarding how these Training Standards affect your contract with CCC, please contact your designated CCC Contract Manager.

Please note that the Training Standards are automatically reflected in any relevant training delivered by CCC. They are **not** automatically reflected in any other training which is provided by independent organisations or training providers.