

STAFF TRAINING PLAN



PRIMUS PLUS HEALTHCARE

CONTACT DETAILS

Main Office Address: 603 London Road, Westcliff on Sea, Southend on Sea, Essex,
SS0 9PE

Bradford Address: 1436 Leeds Road, Bradford, BD3 7AA

Phone: [01702963009](tel:01702963009)

Email: care@primusplus.co.uk

REGISTERED MANAGER/ PERSON IN CHARGE

Jonas Ayitevie

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Signed By: Jonas Ayitevie

1.0 PURPOSE

The purpose of the Staff Training Plan is to ensure that Primus Plus Healthcare staff possess the necessary skills, knowledge, and understanding to deliver high-quality, person-centred care to adults with learning disabilities, mental health needs, and autism spectrum conditions within supported living services without personal care. The plan also aims to ensure compliance with the Care Quality Commission (CQC) regulations and relevant UK legislation, and to promote continuous improvement in care delivery.

1.1 To ensure all staff have the necessary knowledge, skills, and understanding to provide high-quality, person-centred care.

- Equip staff with knowledge of individual needs, person-centred care, and practical strategies for real-life scenarios.

1.2 To meet and exceed regulatory requirements set out by CQC and relevant UK legislation.

- Compliance with CQC regulations (Regulation 12: Safe Care and Treatment, Regulation 18: Staffing, Regulation 17: Good Governance, Regulation 20: Duty of Candour).
- Adherence to relevant UK laws such as the Equality Act 2010, Mental Health Act 1983 (amended 2007), and Mental Capacity Act 2005.

1.3 To promote a safe and supportive environment for adults with learning disabilities, mental health needs, and autism spectrum conditions.

- Training in risk management, safeguarding, de-escalation techniques, and positive behaviour support (PBS).

1.4 To enable staff to deliver individualized support that promotes independence and well-being for service users.

- Focus on maintaining service users' autonomy, dignity, and community inclusion.

1.5 To maintain continuous improvement through ongoing staff development, training, and monitoring.

- Structured framework for performance appraisals, regular training updates, and audits.

1.6 To comply with national standards and best practices in supported living services.

- Incorporating standards from Skills for Care, National Autistic Society (NAS), and other relevant bodies.

2.0 SCOPE

The **Scope** of the Staff Training Plan at Primus Plus Healthcare ensures that all staff members are trained to deliver high-quality, person-centred care to adults with learning disabilities, mental health needs, and autism spectrum conditions within supported living services without personal care. It encompasses all relevant training areas, staff types, and regulatory compliance.

Areas of Training:

- Induction Training: Introduction to policies, procedures, and regulatory requirements.
- Specialized Care: Training on supporting individuals with learning disabilities, mental health needs, and autism.

- **Person-Centred Care:** Focusing on promoting autonomy, dignity, and inclusion for service users.
- **Safeguarding & Risk Management:** Addressing abuse, safeguarding, and risk assessments.
- **Health & Well-being:** Managing medication, health monitoring, and mental health support.
- **Communication:** Effective communication strategies, particularly for those with disabilities.
- **Cultural Sensitivity:** Promoting equality, diversity, and addressing discrimination.

3.0 TRAINING OBJECTIVES

The Training Objectives for Primus Plus Healthcare ensure that staff members are well-equipped to deliver high-quality, person-centred care in supported living services for adults with learning disabilities, mental health needs, and autism spectrum conditions. The objectives aim to meet CQC standards, ensure regulatory compliance, and promote continuous professional development.

Training Objectives:

- 1. Regulatory Compliance:**
 - Ensure staff understand and comply with CQC regulations (Regulation 12, 17, 18, and 20) and UK legislation (Equality Act 2010, Mental Health Act 1983, Mental Capacity Act 2005).
 - Train staff on safe care, staffing, governance, and transparency in care delivery.
- 2. Person-Centred Care:**
 - Promote individualized support that respects service users' preferences, autonomy, and goals.
 - Teach staff to create personalized care plans and involve service users in decision-making.
- 3. Supporting Specific Needs:**
 - Train staff to effectively support individuals with learning disabilities, mental health conditions, and autism spectrum conditions.
 - Provide specialized knowledge and skills in communication, behaviour management, and emotional support for these groups.
- 4. Safeguarding and Risk Management:**
 - Equip staff to identify, report, and prevent abuse and neglect.
 - Teach staff to conduct risk assessments and implement positive behaviour support (PBS) for managing challenging behaviours.
- 5. Safe Care and Treatment:**
 - Ensure safe care practices, including medication management, health monitoring, and understanding risks related to treatments and equipment.

6. Effective Communication:

- Improve staff communication skills, focusing on verbal, non-verbal, and alternative communication techniques, particularly for individuals with learning disabilities, autism, or mental health conditions.

7. Mental and Physical Well-Being:

- Train staff to support the physical and mental health of service users, including promoting healthy lifestyles, early detection of health issues, and mental health support.

8. Equality, Diversity, and Inclusion:

- Promote a culture of equality, diversity, and respect for all service users.
- Ensure staff understand the Equality Act 2010 and challenge discriminatory behaviours.

9. Health and Safety Protocols:

- Ensure staff are trained in health and safety, including fire safety, infection control, and emergency response procedures.

10. Continuous Professional Development:

- Foster ongoing staff development through performance appraisals, competency assessments, and access to further education and training opportunities.

4.0 RELEVANT LEGISLATION AND CQC REQUIREMENTS

The Relevant Legislation and CQC Requirements section ensures that Primus Plus Healthcare complies with CQC regulations and UK laws, guiding staff training to provide safe, effective, and person-centred care for adults with learning disabilities, mental health needs, and autism spectrum conditions in supported living services.

CQC Regulations

1. Regulation 12: Safe Care and Treatment

- Ensure staff provide safe care, including medication management, emergency response, and safeguarding procedures.

2. Regulation 17: Good Governance

- Focus on effective management, accurate record-keeping, care planning, and participation in audits to ensure service quality.

3. Regulation 18: Staffing

- Ensure staff are properly trained, supported, and assessed to meet service users' needs through induction and ongoing professional development.

4. Regulation 20: Duty of Candour

- Promote transparency and honesty when incidents occur, ensuring staff are open about care delivery issues with service users and families.

Relevant UK Legislation

1. Equality Act 2010

- Prevent discrimination and ensure fair treatment for individuals with disabilities, mental health needs, and autism.
- 2. Care Act 2014
 - Focus on promoting well-being, safeguarding vulnerable adults, and supporting individuals to maintain independence and control over their care.
- 3. Mental Health Act 1983 (Amended 2007)
 - Guide care for individuals with mental health conditions, ensuring their rights are respected, and care is provided lawfully.
- 4. Mental Capacity Act 2005
 - Ensure support for individuals who may lack mental capacity to make decisions, emphasizing the best interest principle and supporting decision-making.
- 5. Safeguarding Vulnerable Adults (England) Regulations
 - Focus on safeguarding adults from abuse and neglect, with training on recognizing and reporting concerns.

Additional Guidance and Best Practice

1. Skills for Care
 - Staff will follow Common Induction Standards and National Occupational Standards (NOS) for professional development.
2. National Autistic Society (NAS)
 - Staff will receive specialized training to support individuals with autism spectrum conditions, covering behaviour management and communication strategies.
3. Social Care Institute for Excellence (SCIE)
 - Staff will be trained on the latest evidence-based practices in safeguarding, mental health, and autism care.

5.0 AREAS FOR TRAINING

The Areas for Training section of the Staff Training Plan for Primus Plus Healthcare is designed to ensure that staff members are equipped with the necessary skills, knowledge, and understanding to provide high-quality care. The training will focus on essential areas such as service user-centred care, staff skills and competencies, health and wellbeing, cultural and ethical sensitivity, and legislation and compliance, all in line with the Care Quality Commission (CQC) regulations.

5.1 Service User-Centred Care

Providing person-centred care is at the heart of Primus Plus Healthcare's service delivery. This section will ensure staff are fully prepared to understand the specific needs of service users with learning disabilities, mental health needs, and autism spectrum conditions (ASC), and to tailor support accordingly.

- **Learning Disabilities:**

- Objective: Ensure staff understand the spectrum of learning disabilities and how to support individuals based on their unique needs.
- Training Focus:
 - Recognizing the types of learning disabilities (e.g., intellectual disabilities, developmental delays).
 - Approaches to support individuals to maximize independence, reduce stigma, and promote dignity.
 - Strategies for communication, behaviour management, and person-centred care tailored to those with learning disabilities.
- **Mental Health Needs:**
 - Objective: Equip staff to effectively recognize, assess, and support individuals with mental health issues.
 - Training Focus:
 - Understanding different mental health conditions (e.g., depression, anxiety, schizophrenia).
 - Recognizing signs and symptoms, risk factors, and triggers that may lead to a mental health crisis.
 - Risk management strategies: Techniques to de-escalate difficult situations, manage behaviours, and ensure the safety of both the individual and others.
 - Training in responding to mental health emergencies and understanding local services for further support.
- **Autism Spectrum Conditions (ASC):**
 - Objective: Provide detailed training on autism awareness and how to deliver support in a way that respects the individual's needs.
 - Training Focus:
 - Understanding the key features of autism, including communication challenges, sensory processing difficulties, and rigid routines.
 - Strategies for supporting communication (e.g., visual aids, social stories), sensory integration, and behavioural support (e.g., positive reinforcement, behaviour management plans).
 - Ensuring a supportive, structured environment that minimizes sensory overload and helps individuals manage daily routines.

5.2 Staff Skills and Competencies

Staff must develop a range of competencies to ensure that they are capable of providing safe, effective, and personalized care to service users. This section focuses on person-centred support, risk management, safeguarding, and communication skills.

- **Person-Centred Support:**
 - Objective: Ensure staff understand how to provide support based on individual preferences, needs, and abilities.
 - Training Focus:

- Training in individual care plans and ensuring that support aligns with each service user's values, goals, and preferences.
- Encouraging independence while providing the necessary support for daily activities, ensuring that service users have a voice in their care.
- Promoting social inclusion, involvement in decision-making, and encouraging service users to live as independently as possible.
- **Risk Management:**
 - Objective: Equip staff with the tools and knowledge to identify and mitigate risks while ensuring that service users' autonomy is not compromised.
 - Training Focus:
 - Conducting risk assessments to identify potential hazards (e.g., environmental, behavioural, medical risks).
 - Training on how to develop risk management plans and make informed decisions that balance safety and independence.
 - Implementing positive risk-taking strategies to allow service users the opportunity to make choices while safeguarding their well-being.
- **Safeguarding and Protection:**
 - Objective: Ensure staff are trained in the recognition, reporting, and prevention of abuse, neglect, and exploitation.
 - Training Focus:
 - Identifying the different forms of abuse and neglect (e.g., physical, emotional, financial, sexual abuse).
 - Safeguarding protocols and reporting procedures, ensuring that all staff are confident in raising concerns and protecting service users.
 - Understanding the role of safeguarding boards and how they collaborate with care providers.
- **Communication Skills:**
 - Objective: Train staff in effective communication, particularly with service users who have complex needs, including those with autism or learning disabilities.
 - Training Focus:
 - Developing verbal and non-verbal communication skills, including the use of visual supports, sign language, and assistive technology.
 - Training on how to tailor communication methods to meet individual needs and preferences, ensuring that service users understand and are understood.
 - Promoting active listening, empathy, and understanding in all interactions.

5.3 Health and Wellbeing

Ensuring that service users' physical and mental health is monitored and supported is crucial for maintaining their well-being.

- **Medication Management:**
 - Objective: Ensure staff are properly trained in medication administration, recording, and managing any side effects.
 - Training Focus:
 - The safe administration of medications, understanding dosage, timing, and potential side effects.
 - Record-keeping practices to ensure accurate documentation of medications provided and any adverse reactions.
 - Understanding the role of staff in monitoring the effects of medication, including recognizing side effects and reporting issues.
- **Health Monitoring:**
 - Objective: Train staff to monitor and assess the physical and mental health of service users regularly.
 - Training Focus:
 - Conducting health checks (e.g., temperature, blood pressure, weight monitoring) and identifying early signs of health issues.
 - Supporting service users in managing chronic conditions (e.g., diabetes, epilepsy) and understanding how these conditions impact daily life.
 - Mental health monitoring, ensuring that staff can identify changes in mood or behaviour and respond accordingly.

5.4 Cultural and Ethical Sensitivity

Staff must be able to navigate diverse cultural backgrounds and adhere to ethical principles when providing care.

- **Equality and Diversity:**
 - Objective: Promote an inclusive environment that respects all individuals' dignity, rights, and cultures.
 - Training Focus:
 - Ensuring that all staff understand cultural differences, religious beliefs, and how these impact service delivery.
 - Non-discriminatory practices in care provision and promoting equality across all aspects of service user interaction.
 - Educating staff on creating an inclusive environment where service users feel valued and understood.
- **Ethical Practices:**
 - Objective: Ensure staff understand the ethical principles underpinning social care and the importance of professional boundaries.
 - Training Focus:
 - Understanding the boundaries between professional and personal relationships with service users.

- Teaching ethical decision-making in care provision, particularly when dealing with sensitive issues like consent, autonomy, and confidentiality.
- Fostering a culture of respect, ensuring that care is always delivered with integrity and in the best interests of service users.

5.5 Legislation and Compliance

Training in legislation and compliance is essential to ensure that Primus Plus Healthcare staff adhere to legal and regulatory frameworks governing care delivery.

- CQC Standards and Regulations:
 - Objective: Ensure staff understand and meet the regulatory requirements set by CQC.
 - Training Focus:
 - Training on the key CQC standards, including safe care, good governance, and person-centred care.
 - Ensuring that staff are aware of their responsibilities in terms of compliance and understand how to adhere to CQC standards in daily practice.
- Legislation on Mental Capacity:
 - Objective: Ensure staff understand the Mental Capacity Act 2005 and how it applies to supported living settings.
 - Training Focus:
 - Understanding the five key principles of the Mental Capacity Act and how to assess capacity.
 - Teaching staff how to work in the best interest of service users who may lack capacity to make certain decisions.
 - Applying the Mental Capacity Act to decision-making, ensuring that decisions are made in the least restrictive way possible.

6.0 TRAINING DELIVERY METHODS

The Training Delivery Methods section outlines how Primus Plus Healthcare will ensure that staff receive comprehensive and effective training in line with CQC regulations, ensuring high-quality care for service users. The training plan incorporates a blend of different delivery methods to meet the diverse needs of staff, ensuring flexibility, accessibility, and a deep understanding of care standards.

6.1 Induction Training

- Objective: To provide new staff with a solid foundation in the essential skills, knowledge, and policies required to provide safe, effective, and person-centred care.
- Details:
 - All new staff will undergo a structured induction program to familiarize them self with Primus Plus Healthcare's values, policies, and procedures. This will

ensure they understand their role, responsibilities, and the service user's specific needs.

- Key training components include:
 - Understanding service user needs: Basic principles of supporting individuals with learning disabilities, mental health conditions, and autism spectrum conditions.
 - Safeguarding: Training on recognizing, responding to, and reporting abuse, neglect, and exploitation in line with CQC Regulation 12: Safe Care and Treatment and CQC Regulation 13: Safeguarding Service Users.
 - CQC Regulations: An overview of key regulations such as Regulation 18 (Staffing), Regulation 12 (Safe Care and Treatment), and Regulation 17 (Good Governance).
 - The Care Certificate: Staff will be trained in meeting the standards outlined by the Care Certificate, ensuring that their care practices align with national standards.
 - Role-Specific Induction: A tailored induction plan will be provided based on the specific job role of each staff member, ensuring that every staff member receives the appropriate training for their position.

6.2 Ongoing Professional Development

- Objective: To provide continuous education and development opportunities to ensure staff maintain and expand their skills, keeping them up-to-date with evolving care practices, legal requirements, and service user needs.
- Details:
 - Refresher Courses: Ongoing training will be provided to refresh knowledge on key areas such as safeguarding, health and safety, and CQC regulations, in line with CQC's requirement for continuous staff development under Regulation 18.
 - Advanced Training: Staff will receive specialized training in areas like autism spectrum conditions and complex mental health needs, ensuring they are equipped to manage diverse care requirements.
 - Specialist Training: As Primus Plus Healthcare provides supported living services for adults with specific needs (e.g., learning disabilities, autism, mental health), staff will receive advanced, role-specific training focused on these service user groups. This ensures that staff understand and apply strategies for supporting individuals with these specific needs.
 - Continuous Learning: Opportunities for further qualifications or certifications, such as through Skills for Care, will be encouraged, allowing staff to develop their expertise and contribute to better care outcomes.

6.3 Workshops and Seminars

- Objective: To provide staff with targeted learning experiences that address specific care-related issues, building practical skills through interactive learning.
- Details:

- Behaviour Management: Workshops will cover topics such as de-escalation techniques, positive behaviour support (PBS), and managing challenging behaviours, particularly for service users with autism and mental health conditions.
- Effective Communication: Seminars will focus on improving both verbal and non-verbal communication skills, ensuring staff can engage effectively with individuals with learning disabilities, autism, or mental health challenges. This includes learning to use visual aids, sign language, and other communication tools.
- Handling Emergencies: Staff will participate in training focused on emergency response procedures, including first aid, managing mental health crises, and fire safety.
- Specialized Training: Seminars will also include sessions on autism awareness, mental health first aid, and individualized care planning. These sessions will be led by experts and will provide in-depth understanding of specific issues that staff may face in their day-to-day work.

6.4 E-learning

- Objective: To provide staff with flexible, accessible, and comprehensive training resources that can be accessed at their convenience.
- Details:
 - E-learning Modules: Primus Plus Healthcare will provide staff with access to online training platforms covering a variety of essential topics, such as:
 - Mental Health Awareness: Staff will complete modules that cover various mental health conditions, their symptoms, treatment approaches, and how to manage mental health crises effectively.
 - Safeguarding: E-learning will include modules on the recognition of abuse, reporting protocols, and safeguarding best practices, ensuring staff understand how to protect vulnerable individuals.
 - Autism Spectrum Conditions: E-learning modules will provide foundational and advanced knowledge about autism, focusing on communication challenges, sensory issues, and behaviour management strategies.
 - Interactive Features: The e-learning platform will offer quizzes, case studies, and interactive scenarios to help staff reinforce their learning and apply it to real-world situations.
 - Accessible Training: E-learning ensures that staff, especially those working irregular shifts or in remote locations, have easy access to training, ensuring they remain compliant with mandatory training requirements and CQC regulations.

7.0 TRAINING EVALUATION AND IMPACT

The Training Evaluation and Impact section of the Primus Plus Healthcare Staff Training Plan ensures that the training provided to staff is not only effective but also aligns with CQC

regulations and supports continuous improvement in care quality. The evaluation process will assess whether training has achieved its intended outcomes and ensure that it is contributing to the delivery of safe, effective, person-centred care.

7.1 Competency Assessments

- Objective: To assess whether staff understand the training material and are able to apply it effectively in their daily work with service users.
- Details:
 - Competency Assessments will be conducted after each training session to verify staff understanding and capability in applying the learned concepts. This is in line with CQC Regulation 18 (Staffing), which requires staff to be appropriately trained and competent.
 - Assessment Methods:
 - Knowledge Tests: Post-training quizzes or tests to evaluate theoretical understanding of key topics, such as safeguarding, medication management, and person-centred care.
 - Practical Observations: Staff will demonstrate their competence in real-world scenarios or role-playing exercises to ensure they can apply training in practice (e.g., effective communication with service users with autism or safe care procedures).
 - Feedback from Supervisors: Supervisors will review how well staff integrate new skills into their work and whether the training has contributed to improvements in care delivery.
 - CQC Compliance: These assessments will help ensure that Primus Plus Healthcare meets CQC Regulation 18 by confirming that staff are continuously trained and able to carry out their roles effectively and competently.

7.2 Feedback from Service Users

- Objective: To gather direct feedback from service users (when appropriate) regarding the care and support provided, and to evaluate whether the training has improved service delivery.
- Details:
 - Feedback Mechanisms will be implemented to collect service user input on the effectiveness of care, particularly regarding staff interactions, support provided, and whether the staff are meeting their individual needs.
 - Surveys and Questionnaires: Service users (or their families and advocates) will be asked to complete feedback forms, where they can express their views on the care provided, the professionalism of staff, and their satisfaction with the support received.
 - Service User Meetings: Regular meetings with service users (where feasible) will allow for more personalized feedback, enabling staff to gain deeper insights into the needs and preferences of those they care for.
 - Direct Observations: Supervisors or managers may also observe interactions between staff and service users to assess how well staff apply their training in real-time care situations.

- CQC Compliance: This feedback ensures compliance with CQC Regulation 12 (Safe Care and Treatment) and Regulation 9 (Person-Centred Care) by allowing Primus Plus Healthcare to make necessary adjustments to training based on service users' experiences.

7.3 Regular Reviews

- Objective: To ensure that the training program remains relevant, effective, and up-to-date with the latest research, best practices, and regulatory requirements.
- Details:
 - Training Content Review: The training content will be reviewed regularly, at least once a year, to ensure that it aligns with the latest CQC regulations, updated skills standards, and evolving best practices in the healthcare sector.
 - Incorporation of New Research: New findings from research in areas such as autism care, mental health, and learning disabilities will be incorporated into training to ensure staff are using the most effective and evidence-based approaches in their care delivery.
 - Legislative Updates: When there are updates to relevant legislation (e.g., the Mental Health Act 1983, Equality Act 2010, or new CQC regulations), the training program will be revised to include the latest legal requirements.
 - Feedback Integration: Feedback from competency assessments, service user feedback, and supervisory evaluations will be used to update the training program, ensuring it is both current and relevant to the care needs of service users.
 - CQC Compliance: This ensures that Primus Plus Healthcare adheres to CQC Regulation 18 (Staffing) by maintaining a training plan that evolves in response to new research, standards, and regulatory changes.

7.4 Monitoring by Supervisors

- Objective: To ensure that the training provided is being applied correctly in practice and that staff are maintaining high standards of care delivery.
- Details:
 - Regular Supervisory Observations: Supervisors will conduct routine observations of staff performance in their care delivery to assess whether the training has been successfully applied. This will include monitoring:
 - Communication skills with service users, especially those with learning disabilities or autism.
 - Safeguarding practices, ensuring staff recognize and appropriately respond to any signs of abuse or neglect.
 - Risk management techniques, particularly in complex situations involving mental health crises or challenging behaviours.
 - Performance Reviews: Supervisors will provide constructive feedback to staff during one-on-one performance reviews to identify areas of strength and areas where further development is needed.

- Reflection and Feedback: Staff will be encouraged to reflect on their practice and discuss any challenges they encounter with supervisors, who can provide additional guidance or recommend further training where necessary.
- CQC Compliance: These observations align with CQC Regulation 18 (Staffing) and Regulation 12 (Safe Care and Treatment) by ensuring that staff apply their training effectively in practice, providing consistent, safe, and effective care to service users.

8.0 RESPONSIBILITIES AND ROLES

The Responsibilities and Roles section of the Staff Training Plan for Primus Plus Healthcare outlines the key personnel involved in ensuring the effective delivery, evaluation, and continuous improvement of the training program. Each role has specific duties that contribute to ensuring compliance with CQC regulations and maintaining high standards of care in line with national standards.

8.1 Training Coordinator

- Role: Oversee the development and implementation of the training plan, ensuring it complies with CQC regulations and national standards.
- Key Responsibilities:
 - Develop and manage the training plan to reflect service user needs, including learning disabilities, mental health, and autism.
 - Ensure training meets CQC Regulation 18 (Staffing) for ongoing competence and professional development.
 - Coordinate with external providers, maintain training records, and update training materials regularly to align with new research, legislation, and CQC guidelines.

8.2 Line Managers/Supervisors

- Role: Ensure ongoing competence by conducting performance reviews and identifying training needs.
- Key Responsibilities:
 - Conduct performance appraisals and monitor staff applying training effectively in practice.
 - Identify gaps in staff knowledge and recommend additional or refresher training as needed.
 - Provide ongoing support, feedback, and supervision to ensure staff are consistently delivering high-quality care aligned with CQC Regulation 18.

8.3 Staff Members

- Role: Actively engage in required training and apply learned skills in daily practice.
- Key Responsibilities:
 - Participate actively in induction training and ongoing professional development.

- Apply the knowledge gained in training to deliver safe, effective, and person-centred care.
- Engage in self-reflection, report challenges, and work with supervisors to enhance their competence, ensuring compliance with CQC regulations.

9.0 DOCUMENTATION AND RECORD KEEPING

Effective documentation and record-keeping are essential for compliance with CQC regulations and maintaining high standards of care at Primus Plus Healthcare. This section ensures proper records are kept for staff training, care plans, and progress reports, supporting transparency, accountability, and continuous quality improvement.

9.1 Training Records

- Objective: Maintain comprehensive records of all training activities for each staff member to ensure compliance with CQC regulations and support continuous development.
 - Training Records Include:
 - Induction training, mandatory training, and specialist training.
 - Dates, content covered, attendance, and training provider details.
 - CQC Compliance: Ensures adherence to CQC Regulation 18 (Staffing) by demonstrating staff competence and ongoing development.
 - Record Storage: All records will be securely stored and accessible for CQC inspections and internal audits.

9.2 Care Plans and Progress Reports

- Objective: Ensure staff understand the importance of maintaining accurate, up-to-date care plans that reflect the training received and service users' evolving needs.
 - Care Plans: These must be regularly updated to reflect changes in the individual's needs and goals, incorporating the training staff have received (e.g., autism awareness, safeguarding).
 - Progress Reports: Generated to assess progress toward care goals and the application of training interventions.
 - CQC Compliance: Ensures that care plans align with CQC Regulation 12 (Safe Care and Treatment) and Regulation 9 (Person-Centred Care) by focusing on person-centred care and accurate documentation of progress.

10.0 COLLABORATION WITH EXTERNAL BODIES

Primus Plus Healthcare values collaboration with leading external organizations to ensure that our training programs meet the highest standards of care and compliance with CQC regulations. By partnering with key bodies, we ensure that our staff are equipped with the latest knowledge and specialized skills needed to provide high-quality care to individuals with learning disabilities, mental health needs, and autism spectrum conditions.

10.1 Skills for Care

- Objective: To ensure that Primus Plus Healthcare's training programs align with national qualifications and standards for social care workers.
 - We will work with Skills for Care to ensure that all our training programs reflect national occupational standards and Common Induction Standards (CIS).
 - Primus Plus Healthcare will offer staff access to formal qualifications like Level 2 and Level 3 Diplomas in Health and Social Care, ensuring that staff meet the professional development requirements set by CQC Regulation 18 (Staffing).
 - This collaboration ensures that our care delivery is safe, effective, and aligned with national best practices, supporting CQC Regulation 18 for staff competence.

10.2 National Autistic Society (NAS)

- Objective: To enhance staff competence in supporting individuals with autism spectrum conditions (ASC).
 - Primus Plus Healthcare will utilize NAS resources to provide specialized training in autism awareness, communication strategies, and behavioural management techniques.
 - The training will ensure that our staff can offer person-centred care tailored to the unique needs of individuals with autism, improving outcomes and quality of life.
 - This collaboration supports CQC Regulation 12 (Safe Care and Treatment) and Regulation 18 (Staffing), ensuring that staff are properly equipped to meet the needs of service users with autism.

10.3 Social Care Institute for Excellence (SCIE)

- Objective: To implement SCIE's e-learning modules to improve staff understanding of mental health, safeguarding, and care standards.
 - Primus Plus Healthcare will integrate SCIE's online training to offer flexible, evidence-based learning in key areas such as mental health awareness, safeguarding, and person-centred care.
 - E-learning will provide staff with the flexibility to complete courses at their own pace, ensuring that they can stay up-to-date with the latest CQC guidelines and best practices.
 - This collaboration ensures that Primus Plus Healthcare meets the CQC Regulation 18 (Staffing) requirement for continuous professional development and supports Regulation 12 (Safe Care and Treatment) by enhancing staff competence in safeguarding and mental health care.

10.4 British Association of Social Workers (BASW)

- Objective: To engage with BASW's resources for continuous professional development of social workers at Primus Plus Healthcare.
 - We will ensure that social workers receive ongoing professional development through BASW's training programs, workshops, and conferences.

- This will help our social workers stay up-to-date on the latest research, ethical practices, and safeguarding protocols to ensure that they are supporting vulnerable adults in line with best practices.
- Working with BASW ensures that Primus Plus Healthcare supports CQC Regulation 18 (Staffing) by providing continuous learning opportunities for our social workers.

11.0 MONITORING AND CONTINUOUS IMPROVEMENT

Monitoring and Continuous Improvement is a key aspect of the Primus Plus Healthcare Staff Training Plan. This process ensures that the training provided to staff remains relevant, effective, and aligned with CQC regulations, national standards, and the evolving needs of service users. The objective is to continually enhance staff competence and the quality of care through regular evaluation and feedback mechanisms. By incorporating feedback and utilizing CQC inspections and audits, Primus Plus Healthcare can ensure continuous improvement in both staff performance and care delivery.

11.1 Feedback Mechanisms

- Objective: To gather regular feedback from service users, families, and staff to assess the effectiveness of training and ensure that care delivery is continuously improving.
- Key Responsibilities and Details:

1. Service User Feedback:

- Primus Plus Healthcare will gather feedback from service users (or their families and representatives) about their experience with the care provided, particularly focusing on staff interactions, responsiveness, and how well the care meets individual needs.
- Feedback will be obtained through structured methods such as surveys, feedback forms, and one-to-one interviews during care reviews. Service users can provide input on whether they feel staff are applying their training effectively, particularly in areas like communication, safeguarding, and person-centred care.
- This feedback is crucial for identifying areas where staff may require further training or support and will inform adjustments to the training program.

2. Family and Caregiver Feedback:

- Families and caregivers play a vital role in evaluating the care provided to service users. Primus Plus Healthcare will actively involve them in providing feedback on staff performance, especially regarding the implementation of individual care plans and the responsiveness of staff to the service user's needs.
- Regular family meetings or consultations will be held to assess how well staff are meeting the service user's goals and to gather input on any changes that may need to be made.

3. Staff Feedback:

- Staff will be encouraged to provide self-assessments and feedback on their training experiences. This includes identifying challenges they face in applying what they've learned and areas where they feel additional training is necessary.
- Regular team meetings and supervision sessions will allow staff to discuss their experiences, provide insights into the effectiveness of training, and suggest improvements to the program.
- Staff feedback will also be collected through structured surveys or focus groups, ensuring that the training program remains relevant to their practical needs and aligns with the challenges they face in their daily roles.

4. Integration of Feedback:

- Primus Plus Healthcare will use this feedback to evaluate and update the training program regularly. Areas where staff are struggling to apply learned skills or where service users have identified unmet needs will be prioritized for additional or revised training.
- The feedback loop ensures that the training plan remains person-centred and responsive to the real-world challenges faced by both service users and staff.
- CQC Compliance:
 - This feedback mechanism aligns with CQC Regulation 18 (Staffing), which requires ongoing staff development and competency assessments. By gathering and acting on feedback from service users, families, and staff, Primus Plus Healthcare ensures that training is relevant and effective in promoting safe care and treatment as outlined in Regulation 12.

11.2 CQC Inspections and Audits

- Objective: To utilize CQC inspection outcomes and internal audits to identify areas for improvement in the training program and make necessary adjustments to maintain and enhance the quality of care.
- Key Responsibilities and Details:

1. Utilizing CQC Inspection Outcomes:

- Primus Plus Healthcare will regularly review the CQC inspection reports to identify any gaps or areas where the training program may need to be enhanced. Inspection outcomes can highlight areas for improvement related to staff competence, care practices, or regulatory compliance.
- The CQC inspection will assess whether Primus Plus Healthcare meets the CQC regulations on staffing, safe care, and governance. If any shortfalls are identified in these areas, such as staff not applying training effectively or gaps in competency, the training plan will be revised accordingly.
- Areas highlighted by CQC, such as staff knowledge of safeguarding, person-centred care delivery, or autism-specific care, will trigger

targeted updates to the training content, ensuring it is up-to-date and relevant.

2. Internal Audits:

- In addition to CQC inspections, Primus Plus Healthcare will conduct regular internal audits of staff training and care practices. These audits will assess the effectiveness of training and its impact on care delivery, identifying any training gaps or areas of non-compliance.
- Audits will be conducted by senior management and supervisors, reviewing areas like staff competencies, care plan implementation, and safeguarding practices.
- The audit process will include direct observations of staff performance and care delivery, as well as reviewing training records and care documentation to ensure alignment with training objectives and CQC requirements.

3. Continuous Improvement:

- Primus Plus Healthcare will integrate audit findings and CQC recommendations into the training plan to ensure that training continually evolves. This may include adding new training topics, updating existing content, or offering refresher training to address identified areas of weakness.
 - Regular review meetings will be held to discuss audit findings and decide on appropriate actions to improve care practices. This includes adjusting training schedules, increasing training frequency, or developing specialized workshops based on audit results.
- CQC Compliance:
 - By using CQC inspection outcomes and internal audits to drive continuous improvement, Primus Plus Healthcare ensures compliance with CQC Regulation 18 (Staffing), ensuring that training is consistent with regulatory expectations and that staff remain competent to provide high-quality care. The use of audits also supports CQC Regulation 17 (Good Governance), which requires a system of monitoring and evaluation to ensure that care services meet the necessary standards.

FORMS

Staff Member Information:

Name: _____

Job Title: _____

Department/Team: _____

Date of Joining: _____

2. Training Details:

Training Session Title: _____

Date of Training: _____

Training Provider: _____

Content Covered:

☐ Learning Disabilities

☐ Mental Health Needs

☐ Autism Spectrum Conditions

☐ Safeguarding

☐ Medication Management

☐ Risk Management

☐ Communication Skills

☐ Other (Please specify): _____

3. Competency Assessment:

Did you understand and apply the training content?

☐ Yes ☐ No If No, please specify areas for improvement: _____

Competency Demonstration:

☐ Successful (Details of demonstration: _____)

☐ Needs Improvement (Areas identified: _____)

4. Feedback (to be filled by Supervisors or Trainers):

Trainer/Supervisor Name: _____

Trainer/Supervisor Signature: _____

Date: _____

5. Service User Feedback (Where Applicable):

Service User Feedback on Training Application:

☐ Positive ☐ Neutral ☐ Needs Improvement

Comments: _____

6. Further Training Required:

Additional Training Needs Identified:

☐ Yes ☐ No If Yes, specify: _____

7. Review and Follow-Up:

Next Training Date (if applicable): _____

Follow-up Action Plan: _____

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