



# Florence

## Statutory and Mandatory Training

### Northern Ireland – Policy and Procedures

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## 1. Introduction

Florence is committed to upholding the highest standards in healthcare through rigorous training and compliance procedures in adherence to the Skills for Health Statutory and Mandatory and Clinical/Care Core Skills Training Framework (CSTF). Managed by The Florence Academy Team, our in-house training program aligns with Skills for Health, providing a Declaration of Alignment. The policy ensures that all nurses complete essential training before assignments and receive timely refresher courses in line with CSTF recommendations. Florence checks certificates meticulously, validating their authenticity, alignment with CSTF, and compliance with RQIA requirements. The policy outlines specific statutory and mandatory subjects, their levels, and refresher periods, emphasising ongoing training as part of professional development. Florence is open to collaborating on additional training programs with participating authorities, reinforcing our commitment to excellence. The thorough pre-assignment checklist, scheduling mechanisms, and audit processes contribute to the comprehensive approach to training and compliance, ensuring the highest quality of care delivery. Regular reviews and updates to the policy align with legislative changes, fostering a culture of continuous improvement and excellence in healthcare provision.

## 2. Policy Statement

Florence will ensure that all nurses complete Skills for Health Statutory and Mandatory and Clinical/Care Core Skills Training prior to assignment and thereafter are given refresher training in alignment with the CSTF recommended refresher period.

We have an in-house training programme managed by The Florence Academy Team for which we have a Declaration of Alignment with the Skills for Health framework.

The Florence Academy Team is responsible for managing our training programmes and is responsible for ensuring that all e-learning and practical training used is up to date and that the content covers the required outcomes. Training content is reviewed on an annual basis.



Furthermore, we are open to running additional training programmes in conjunction with participating Authorities at cost if requested to do so.

### 3. Scope

This policy applies to all employees of Florence. The policy applies equally to all employees irrespective of their employment status, function, grade or location.

All employees are treated equally in the provision of training and development opportunities are provided with equal access to training and development opportunities relevant to their needs

### 4. Definitions, Roles and Responsibilities

**CEO (Chief Executive Officer)** The CEO is ultimately responsible for the overall management and direction of the company. The CEO has the ultimate responsibility for setting the tone and culture for the organisation, ensuring that all employees understand the policy's importance, and overseeing its implementation.

**Central Team** - All direct employees of Florence that are not care professionals working through the Florence platform

**Service User** - a person who uses health and/or social care services. Sometimes known as a "patient", "client" or "person in care".

**Care Professionals** - Anyone on the Florence platform that carries out work on behalf of Florence in other organisations, for example registered nurses and care assistants.

**Employees** - everyone employed by Florence directly and indirectly, including care professionals using the platform and the central team.

**Regulation and Quality Improvement Authority (RQIA)** - is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

**Registered Manager** is responsible for ensuring that this policy meets the needs of regulators in Northern Ireland.



## 5. Procedures

### 5a. Checking Training Certificates

For candidates who have completed the requisite training via a third party, we will

- Check the original training certificates to ensure they are in the name of the candidate.
- Check that the training provider issuing the certificate has delivered training that is aligned to the CSTF by checking the provider's Declaration of Alignment or the Directory of Aligned Organisations on the Skills for Health website.
- Check that training is also aligned to the RQIA's requirements.
- Take a copy of each training certificate, and sign and date it to confirm the original was validated.

Where there is any doubt about the validity of the training that the candidate has received, we will refresh the relevant training prior to assignment.

### 5b. Statutory & Mandatory Subjects, Levels & Refresher Periods

Statutory Training is training that employers are either legally required to provide as defined by law and for which there is a stated legal reference and/or where a government or regulatory body has instructed employers to provide training on the basis of legislation.

Mandatory Training is a training requirement that has been determined by organisations themselves.

All the below training will be delivered on recruitment of a new care professional and then thereafter refresher training will be provided at the frequency shown below unless a risk assessment has shown that additional training is required for a particular candidate or job:



<b>Subject</b>	<b>Audience</b>	<b>Frequency of Training</b>	<b>Training Delivery</b>
Manual Handling	All Healthcare Professionals	Annual	E-Learning and Practical.
Infection Prevention and Control	All Healthcare Professionals	Annual	E-Learning
First Aid	All Healthcare Professionals	Annual	E-Learning
Fire Safety	All Healthcare Professionals	Annual	E-Learning
Mental Capacity Act	All Healthcare Professionals	Annual	E-Learning
Safeguarding Adults	All Healthcare Professionals	Annual	E-Learning
Safeguarding Children	All Healthcare Professionals	Annual	E-Learning
Understanding Learning Disabilities and ASD	Nursing Staff	Annual	E-Learning
Health and Safety	All Healthcare Professionals	Annual	E-Learning
Basic Life Support	Nursing Staff	Annual (elearning) 2 yearly (Practical)	E-Learning and practical
Basic Life Support	Care Staff	Annual	E-Learning
Information Governance	All Healthcare Professionals	Annual	E-Learning
Medication Administration Theory	Nursing Staff	Annual	E-Learning



Medication Competency Assessment	Nursing Staff	Annual	E-Learning
Equality and Diversity	All Healthcare Professionals	Annual	E-Learning
Food Hygiene	All Healthcare Professionals	Annual	E-Learning
Oral Health and Dysphagia	All Healthcare Professionals	Annual	E-Learning
Florence Code of Conduct: Care Workers	Care Staff	Annual	E-Learning

## 6. RQIA Training Requirements

### 6a. Pre-Assignment Checklist

We will use a pre-assignment checklist to ensure that each nurse is fully compliant with RQIA regulations and there is a section on our checklist which confirms that the above training has been completed prior to assignment and refreshed at the appropriate frequency.

### 6b. Scheduling Training

Our Registered Manager is responsible for ensuring all healthcare professionals have completed the requisite training prior to assignment. They are also responsible for notifying nurses on assignment about when refresher training is due and ensuring that it has been completed within the timescale deadline. It is mandatory to input training dates to our system and it is not possible to assign or pay a healthcare professional who does not have up to date training in place. The system provides the healthcare professionals with a notification in advance of their training expiring, enabling us to make the worker aware of the deadline and schedule the modules accordingly. Healthcare professionals working through



Florence will be made aware that failure to complete the training by the deadline will mean that they will be suspended from their assignment until the training has been completed.

## 6c. Audits

We will meet the requirements of pre-employment and safer recruitment checks by using robust safeguarding and compliance procedures underpinned by our recruitment software. This guarantees the screening of each nurse against the specification and prevents mandatory parts of the process from being missed out or circumnavigated. No nurse can begin an assignment with Florence before all compliance actions are completed in line with the specification, current policy and legislation.

We conduct regular internal audits of all our compliance processes, and these are carried out by our Compliance Manager on a regular basis to demonstrate that we adhere to legislative, contractual and industry best practice. As part of our ISO accreditation we are also subject to external audits. We also welcome client audits and feedback.

## 7. Monitoring and Compliance

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.

## 8. Related Policies and Procedures

- Equality and Diversity Policy and Procedures

## 9. Policy Changes/Version History

<b>Date</b>	<b>Reviewed Changes</b>
5th June 2024	BLS corrected to align with mandatory training in product.





29th July 2024	BLS Practical Training changed from annually to 2 yearly for Nurses.
02/09/24	Registered manager name change

## 10. Policy Summary

Florence's Statutory and Mandatory Training Policy prioritises excellence, compliance, and continuous improvement in healthcare delivery. It establishes robust procedures for training, checks, and audits, ensuring the highest standards for nurses and reinforcing Florence's commitment to providing exceptional care.



