

The Workforce ^{v3.6}

standards module



The voice of technology
enabled care

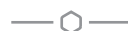


Description

“Good leadership and management are key to the successful delivery of person-centred services and the achievement of better outcomes for people. Do the right things and do them right!”

Kevin McSorley

Kevin McSorley, TSA Director



A number of recently published, high-profile reports^{1,2} identify the importance of leadership in ensuring the delivery of high quality person-centred care. They also make the link between outcomes for users and whether organisations have the right people, with the right skills, in the right place.



Key Outcomes

- There will be defined systems in place that demonstrate the lines of responsibility and accountability from the individual providing service right the way to the Board, or equivalent.
- Regular (at least annually) workforce capacity planning will address current and future staffing needs.
- Staff will be competent in providing services and will be supported throughout their employment to maintain that competence. Development of the workforce will be a continuous process

The Audit Process

The Audit Process will seek robust evidence that the key outcomes have been met.

As a minimum, TEC Quality certified organisations **must:**

Provide evidence that policies are in place covering safer recruitment requirements e.g. DBS, selection, references, induction etc. Organisations must demonstrate that they have identified all roles and developed specific training needs at the commencement of employment which is reviewed and refreshed at regular intervals. This informs training needs and ensures that only suitably qualified staff undertake legislative activity such as working on mains utilities to carry out their duties. The review process shall be conducted annually as a minimum, with refresher training conducted in line with defined subject matter, or certification timelines.

Provide evidence that job descriptions and person specifications are in place for each role.

Provide evidence that staff receive role-specific training at the commencement of their employment which is reviewed and refreshed at regular intervals thereafter. Organisations must demonstrate that they have identified all roles and developed specific training needs analysis, which informs training needs. The review process shall be conducted annually as a minimum, with refresher training conducted in line with defined subject matter, or certification timelines.

Demonstrate that all clinical staff have current registration with relevant UK professional and regulatory bodies.

Demonstrate that there is a procedure/process in place for staff performance evaluation and development, which identifies training needs and skills gaps, which in turn inform training requirements. This shall be conducted at least annually.

Provide evidence that staff are supported and feel able to raise concerns and that they can access timely support when needed e.g. counselling, managerial input. Where the TEC Service provides 24-hour operational services, such as TEC Monitoring etc, this shall be through a dedicated "on-call" structure.

Have written guidelines in place which describe expectations around the professional conduct of staff.

Have formal written procedures in place for dealing with staff disciplinary issues.

Provide evidence that demonstrates awareness of and compliance with relevant legislation and best practice in relation to staff safety.

Demonstrate that staffing levels are continually monitored to make sure they are able to meet people's needs (during business as usual, extraordinary situations and periods of planned growth).

Conduct Lone Worker Risk assessments and have put in place protection suitable to the role.

Have processes in place for the management of Home Workers. This shall include, but is not limited to, work risk assessment, security assessments, lone worker safety, supervision, training and performance monitoring etc. Organisations shall demonstrate they are working towards all frontline staff completing the TSA/TEC Quality Workforce Development Core Modules as part of the mandatory requirement to achieve QSF certification, in line with their audit cycle. (Specific Service Delivery modules apply).



All frontline staff must complete the TSA/ TQ Workforce Development Core Modules as part of a rolling annual programme, as part of the mandatory requirement to achieve QSF certification, in line with their organisations audit cycle. (Specific Service Delivery modules apply)

Evidence might include:

- Documented governance arrangements eg Organogram, Board minutes etc.
- Recruitment, Retention and Selection Policy
- Induction Policy
- DBS Policy
- Whistleblowing Policy

- Annual Training Plan
- Staff training records
- Workforce Strategy
- Workforce Capacity Plan
- Equality and Diversity Policy
- Code of Conduct for Working with Service Users

- Safeguarding Adults Policy
- Safeguarding Children Policy
- Lone Working Policy
- Historical Rota Patterns

¹Report of the Mid-Staffordshire NHS Foundation Trust Public Inquiry, February 2013. <http://www.midstaffpublicinquiry.com/>

²Prof. Sir Bruce Keogh, NHS England Review 2013 <http://www.nhs.uk/NHSEngland/bruce-keoghreview/Documents/outcomes/keogh-review-final-report.pdf>

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards.