

1. INTRODUCTION.

Training for staff and volunteers is very important for Evergreen. It enables staff and volunteers to be able to be as effective as possible in their role and helps them feel valued by the organisation. It is also important to offer training to clients and their families in relevant areas.

Some training is mandatory. We aim to provide such training on as near an annual basis as possible. The following plan of training has been drawn up to ensure that as far as possible relevant training is provided by Evergreen. It is hoped to provide some training in face to face groups and others via E learning.

2. IDENTIFYING TRAINING NEEDS.

It is important that individual training needs are identified. There are various ways towards this, including at Supervision sessions, Appraisals, Staff meetings etc. The key is for staff and volunteers to be aware that Evergreen sees relevant training as vital to support them in the service they are providing to clients.

3. MANDATORY TRAINING.

Evergreen seeks to provide the following training on as near as possible an annual basis.

a. INDUCTION which is run 4 times a year for new staff and volunteers. The subjects included are as follows:

- Loneliness and Social Isolation.
- Confidentiality.
- Befriending across the services.
- Safeguarding Adults at Risk and Children and Young People.
- Health and Safety.
- Report Writing.
- Communication.
- Values.

b. HEALTH AND SAFETY which is run approximately 4 times a year for Home Support Workers and Gardeners. These staff need to attend the course annually. The areas covered are as follows:

- Lone Working.
- Fire Safety.
- Manual Handling.
- Control of Substances Hazardous to Health Regulations.
- Food Hygiene.
- Safe Use of Step Ladders.
- Use of Wheelchairs.

c. GARDENERS ANNUAL TRAINING which includes:

- Personal Protective Clothing.
- Using Tools.
- Using Chemicals.
- Manual Handling.

d. SAFEGUARDING ADULTS AT RISK AND CHILDREN AND YOUNG PEOPLE.

e. FOOD HYGIENE.

f. CLIENT INDEPENDENCE MOVING AND HANDLING.

4. OTHER TRAINING.

a. DEMENTIA.

It is planned to run more one hour Dementia Friends sessions which have been so well received in the past.

In addition we will seek other opportunities for training on this subject which is particularly important because we estimate that around half of our clients have some form of dementia.

We will also explore more training on this subject with Claire Stirling a Memory Nurse. Claire has helped us so well in the past with Dementia training.

b. FIRST AID.

This course is run up to 4 times a year. In view of the Coronavirus we may have to reduce the training sessions but will seek to run the course if possible.

c. EQUALITY AND DIVERSITY.

The aim is to run this course via E learning.

d. DEALING WITH CONFLICT AND CONFRONTATION.

This course would cover the following areas:

-Causes and responses of conflict.

-Factors affecting behaviour.

-Managing aggression.

-Importance of staying calm.

-What to avoid and what to focus on.

-5 D's of effective confrontation management.

e. STROKE AWARENESS.

It is planned to seek a speaker to give a talk on this subject.

e. BEREAVEMENT.

f. MENTAL HEALTH AWARENESS.

This course was very effectively run by MIND Bexley during the first phase of the Coronavirus Pandemic. It was run via Zoom.

g. MENTAL CAPACITY.

5. STAFF DEVELOPMENT TRAINING.

Training individual staff and volunteers on their particular training needs is important. This will help to enable staff and volunteers to develop in their sphere of work or volunteering opportunities.

6. SUPERVISION TRAINING.

This is important to support Supervisors and Managers in their supervision role.

7. SHARING COURSES WITH OTHER ORGANISATIONS.

This is important to increase training opportunities and reduce costs. Evergreen's experience of this has been fairly restricted and the organisation wants to widen involvement with other agencies to help in providing relevant training. It is anticipated that joint training with other organisations will be undertaken during the year.

8. BUDGET.

The main cost for the organisation is the cost of paying staff for their time in training. In order to ensure that the range of courses is available to staff it is planned that in future staff will have the training costs met by Evergreen but will not be paid for their time in training apart from Mandatory training.

9. SUMMARY.

The issue of Training staff and volunteers remains an important aspect of ECB. The organisation has a responsibility to provide appropriate training and will continue to ensure it remains a priority. This will include ensuring that Mandatory areas are included in the training programme as close as possible to annually, and that individual training needs will be met as far as possible.