

# Employer experiences

## Future Directions - Skills for Care Accolades Winner

### Best employer of over 250 staff 2020

“Our induction is a 5-week process which commences with the Directors of Future Directions meeting our new staff and talking to them more about our values.

We cover the Care Certificate and additional training on safeguarding, supporting good health, moving and handling, emergency first aid, active support, positive behavioural support, personalisation, mental capacity, autism, learning disabilities dementia awareness, epilepsy and mental health.

Our induction is covered in various different ways. We offer e-learning but also back this learning up with classroom-based sessions, as well as workbooks and more, ‘on the job’ learning and workplace assessment of competence. Our managers support staff through their induction, providing extra guidance and assistance and talking them through workbooks to ensure that they fully understand.

In the delivery of our induction and training, we use a combination of internal and external trainers in this process and people we support, who are able to deliver training from their own perspective and family members.

There has certainly been a shift in recent years to staff being confident to access e-learning, but we know some of workforce still prefer using alternate (sic) learning options.

We would never just move to providing e-learning only. We think e-learning has a place, but we think it should only be part of the induction and training process because of different people’s learning styles. It’s important for us to offer a rich variety of different learning.

We will also provide more specialist training depending on who the staff members will be supporting and the conditions of these individuals. For example, we support a man with an acquired brain injury and his staff require an intensive communication course to ensure they can effectively engage with him.

We recruit people who are enthusiastic to learn and to continue learning. We are very clear with those joining Future Directions what is expected of them in terms of induction and learning and development. We discuss this with applicants as part of the interview and share with them what their induction will cover.

One of the things that is always rated highly in our staff survey is how valued the training here is. All our staff have a 12-month probationary period that they must satisfy.”

#### Induction (New starter) – Jimmy

“The induction process at Future Directions was really good. It provided me with all the information and support needed to work with the people I would be supporting.

I had previously worked with children and whilst I had some transferable skills, it felt like a brand-new start.

I received an in-depth induction about safeguarding, person-centred care, the values of the service. This provided all the relevant information without feeling overloaded. Each induction sessions were interesting, engaging, interesting and memorable. You can tell the people delivering the training are interested and care about it.

I like the fact that the induction was tailored around the individuals I would be supporting. Therefore, I would only need to attend a course on challenging behaviour if I was going to support somebody with those needs. I felt a lot more comfortable going into my workplace for the first time because of my induction.

My manager was also so supportive of the fact that I did not have experience of adult social care and although I’ve only been here for 9-months, I feel like I’ve gained years of experience already. They always make sure I am comfortable when undertaking care duties that I had not done before as part of shadowing

more experienced workers.

The managers at Future Directions are brilliant, they know just as much about the people we support as the support staff do. The people we support are at the forefront of the service all the time.

We have a 12-month probation period, with reviews also at the 4 and 10-month periods throughout this process. Despite the fact that I have still not completed my probation, I have already been supported to undertake management development. It makes me feel good that they have seen my potential.”