


Document Name	Training and Development Policy			
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01/01/2026	01	01/01/2029	Emily Boyd on behalf of Silvergrove Home Care	

1.0 Training and Development Policy

Silvergrove Home Care, as a Service Provider, is responsible for ensuring staff are appropriately trained to deliver quality services, aligned with the Health Service Executive (HSE) core values of Care, Compassion, Trust and Learning. Silvergrove Home Care will ensure Home Support Workers have access to the HSE national online learning and development portal, HSeLanD (<https://www.hseland.ie>) and may complete online certification including Safeguarding, Children First, Infection Prevention and Control, Manual Handling and People Handling and other mandatory modules. This policy is available to all Service Users and / or their representatives.

1.1 Induction

All Home Support Workers must receive care skills induction training on commencement of employment and prior to starting their first assignment. Induction must meet the objectives set out in Appendix 1. Induction training must be a minimum of 20 hours including 5 hours practical application in a classroom/skills laboratory setting. Induction must be documented and signed off by both Supervisor and Home Support Worker. Evidence must be available to the HSE as required.

2.0 Shadowing

A new member of staff must be supervised and shadowed during the first 8 hours of direct Service User contact prior to working alone; ideally covering more than one Service User. Shadowing must be documented and signed off by both Supervisor and Home Support Worker. Evidence must be available to HSE as required.

3.0 Qualifications

The HSE recommended qualification level for Home Support Workers assigned to HSE contracts is:

- 1) Relevant QQI Level 5 Major Award (minimum 120 credits/8 modules) on NFQ; OR

- 2) Equivalent healthcare qualification not less than QQI Level 5 Major Award; OR
- 3) Currently undertaking QQI Level 5 Major Award with commitment to complete within 2 years of first working on the HSE contract; OR
- 4) Equivalent qualification from another jurisdiction.

Relevant QQI Level 5 Major Awards include:

- 5M3782 – Health Service Skills
- 5M2786 – Community Care
- 5M4339 – Healthcare Support
- 5M4349 – Nursing Studies
- 5M4468 – Community Health Services

Formal qualifications must include mandatory modules:

- Care Skills
- Care of the Older Person

Further modules appropriate to Home Support and Services for Older People are encouraged.

4.0 Minimum Requirements for Silvergrove Home Care candidates.

5.0 Qualified Existing Staff

- Recognised qualification including 2 core modules or equivalent/higher qualification.
- Up-to-date Manual Handling and People Handling (including hoist).
- Up-to-date Safeguarding and Children First certification.
- Infection Prevention & Control certification.
- National Carer Competency Assessment completed annually with training plan.

6.0 Unqualified New Entrants (Relevant Experience)

- Commit to QQI Level 5 Major Award within 2 years.
- Complete 2 core modules within 11 months.
- Induction and shadowing
- Up-to-date Manual Handling, Safeguarding, Infection Control.
- Annual National Carer Competency Assessment.

7.0 Unqualified New Entrants (No Experience)

- Undertaking QQI Level 5 Major Award within 2 years.
- Complete 2 core modules within 11 months.
- Induction and shadowing.
- Up-to-date Manual Handling, Safeguarding, Infection Control.
- Annual National Carer Competency Assessment.

8.0 Unqualified Existing Staff

- Minimum 3 years paid home care experience (last 5 years).
- Induction and shadowing as required.
- Up-to-date Manual Handling, Safeguarding, Infection Control.
- Commit to core QQI modules within 11 months.
- Annual National Carer Competency Assessment.

Note: Training and qualifications are separate from the National Carer Competency Assessment. Competency assessment is not a substitute for required qualifications.

9.0 Records and Evidence

Silvergrove Home Care must retain:

- Verified copies of qualifications and statutory training.
- Infection Prevention & Control certification.
- National Carer Competency Assessment completed annually.

The Assessor must hold a qualification higher than QQI Level 5 Major Award and suitable experience.

If a Competency Assessment demonstrates that a staff member is not competent, they will not be assigned to a Service User.

9.1 Training Plans and Ongoing Development – see training plan for completion.

Each Home Support Worker must have an up-to-date training plan reviewed at least annually demonstrating:

- a) Action plan to achieve full QQI Level 5 Major Award or equivalent.
- b) Action plan to maintain competencies.
- c) Plan to ensure mandatory training is met and updated.
- d) Record of completed training modules.

Staff must undertake additional HSE/MDT training if required. Staff supporting individuals with dementia must complete recognised dementia-specific training.

Appendix 1: Induction Training

Introduction

Home Support Worker must receive induction training on commencement of employment and prior to starting any care assignment. Induction training must be at a minimum of 20 hours including 5 hours practical application of theory in a classroom/skills laboratory setting.

- Trainers should have access to appropriate equipment to support the training. Home Support Worker must be trained in the areas set out below and should have their Patient Moving and Handling Certificate prior to commencing their first assignment within Home Care Support.
- Prior to working alone with Service Users for the first time, a new member of staff must be supervised and shadowed during the first 8 hours of direct Service User contact. Ideally this supervision will cover more than one Service User.

On completion of the Induction Programme, it is anticipated that the Home Support Worker will achieve the following objectives: (Please see Appendix 4 Induction Questionnaire.)

- Understand the role and associated duties of a Home Support Worker.
- Have the necessary knowledge and skills to assist service users with the activities of daily living (ADLs) and instrumental activities of daily living (IADLs).
- Have the necessary knowledge and skills to attend to a person's care needs, to include attending to their personal hygiene needs, toileting and mobility requirements.
- Knowledge of pressure area care and prevention.
- Understand importance of good nutrition and hydration in maintaining wellbeing.
- Understand the importance of food safety, including hygiene, in the preparation and handling of food.
- Know how to establish an individual's communication and language needs, wishes and preferences.
- Understand a range of *communication methods* and styles that could help meet an individual's communication needs, wishes and preferences.
- Understand what confidentiality means in their work role.
- Be aware of ways to maintain confidentiality in day-to-day communication.
- Be aware of situations where information normally considered to be confidential, might need to be passed on.

- Understand how to promote dignity and respect in their day-to-day work with the individuals they support.
- Understand why it is important to work in partnership with carers, families, advocates and *others* who are significant to an *individual*.
- Understand how to put person-centred values into practice in their day-to-day work.
- Develop an understanding of the standard of care that the Home Support Worker should provide to Service Users in their care.
- Understand the principles of effective hand hygiene.
- Understand ways in which their own health or hygiene might pose a risk to the individuals they support, or to other people at work.
- Be aware of common types of personal protective equipment and procedures and how and when to use them.
- Know the actions they must take and who to contact if they suspect an individual is being harmed or abused.
- Be aware of reporting structures, to include out of hours arrangements.
- Be aware of the aims, objectives and values of the service in which the Home Support Worker is employed within.
- Be aware of how to keep records up to date, complete, accurate and legible.
- Be aware of the Assisted Decision Making (Capacity) Act 2015.
- Be aware of how and whom to report to if they become aware that agreed procedures have not been followed.
- Explain how duty of care contributes to the safeguarding or protection of individuals.
- Be aware of Incident Reporting and Open Disclosure policies and procedures.
- Identify and be aware of the risks they may be exposed to working within Service Users' homes.
- Know how to recognise and report adverse events, incidents, errors and near misses that are likely to affect the wellbeing of *individuals*.
- Be aware of any existing comments and complaints procedures in accordance with agreed ways of working.
- Know why it is important to assess health and safety risks posed by the work setting/situation or by particular activities.
- Understand how and when to report health and safety risks that they have identified.

Content of Individual Sessions

Principles of Care (10 hours)

Introduction to the role of the Home Support Worker, policies and procedures, code of conduct, key duties and responsibilities including provision of/assistance with personal care, confidentiality, person centred care, advocacy, Service User rights, elder abuse, communication, and dementia.

Skills Laboratory (5 hours)

- Personal hygiene, toileting, nutrition, medication management, food hygiene, infection control. Knowledge of pressure area care and prevention

Application of Practical Skills (5 hours)

Teaching Methods:

- Lectures, discussions, seminars, presentations, practical skills including Skills Laboratory.

Appendix 2: Alternative Relevant Qualifications

Staff members who have completed a primary degree in Allied Therapy disciplines such as Nursing, Physiotherapy, Occupational Therapy, Speech and Language Therapy and Podiatry recognised on the QQI framework are not required to obtain the QQI Level 5 Major Award.

In the case of General Nursing primary degree students who have successfully completed Year 1 of BSc. General Nursing, they may be recruited as Home Support Workers subject to written confirmation from the University that Year 1 has been successfully completed.

Staff members with Social Work / Social Studies degrees must undertake the Care Skills and Care of the Older Person modules if these are not covered within their degree. They are not required to complete the full 8 modules to obtain the QQI Level 5 Major Award.

If statutory mandatory training required under the Authorisation Scheme is not covered in the above degree programmes, Silvergrove Home Care must ensure that staff complete the required mandatory training.

Silvergrove Home Care and The HSE recognises healthcare qualifications from outside Ireland that are relevant to Home Care provided they include comparable modules of an equivalent standard.

Appendix 3: National Carer Competency Assessment

This assessment must be completed annually for all staff working on HSE contracts. The Assessor must hold a qualification higher than QQI Level 5 Major Award and have suitable experience.

1. Service User Safety

- Recognising deterioration and reporting appropriately
- Safe moving and handling including hoist use
- Falls prevention and mobility aids
- Health & Safety awareness
- Infection Prevention & Control including PPE and hand hygiene
- Safeguarding of vulnerable adults
- Reporting risks, incidents and serious events
- Reporting complaints and concerns appropriately

2. Communications

- Feedback on agreed Care Plan
- Record keeping in line with policy
- Communication with Service Users and relatives
- Maintaining confidentiality and data protection
- Supporting Service User access to care file
- Promoting empowerment and independence
- Obtaining informed consent
- Professional interpersonal communication

3. Effective Team Member

- Working within individualised Care Plan
- Accountability for actions
- Promoting equality and diversity
- Ensuring continuity of care
- Professional behaviours
- Timely liaison with supervisors and MDT

4. Personal Hygiene

- Assisting with personal care
- Oral hygiene
- Hair, nail and foot care (excluding toenail cutting)
- Assisting with dressing

5. Promoting Continence

- Assisting to toilet
- Managing incontinence

- Use of commode
- Catheter care where required
- Emptying urinary devices
- Maintaining skin integrity

6. Nutrition

- Assisting with eating and drinking
- Promoting choice and independence
- Recording intake where required
- Food hygiene knowledge

7. Social, Emotional & Cultural Care

- Awareness of emotional, spiritual and cultural wellbeing
- Respect for individual preferences

8. General Professional Ethos

- Understanding relationships with MDT, supervisors and colleagues
- Understanding role as carer
- Knowledge of company policies

9. Pressure Area Care

- Inspection of pressure points
- Knowledge of pressure ulcer grades
- Pressure ulcer prevention and repositioning
- Provision of safe skin care
- Catheter and stoma care as appropriate

Appendix 4 Induction Training Questionnaire.

This questionnaire is completed during induction to confirm understanding of core duties, safe working, and required standards of care.

1. Staff Details

Home Support Worker Name		Employee No.	
Induction Start Date		Induction Completion Date	
Induction Facilitator		Manager / Supervisor	
Area / Team		Contact Number	

2. Induction Objectives - Questionnaire

Tick Yes or No for each statement. If No, record actions required (training, supervision, shadowing, or reassessment) and target date.

Objective	Yes	No	Comments / Actions (if No)
Understand the role and associated duties of a Home Support Worker.	<input type="checkbox"/>	<input type="checkbox"/>	
Have the necessary knowledge and skills to assist service users with the activities of daily living (ADLs) and instrumental activities of daily living (IADLs).	<input type="checkbox"/>	<input type="checkbox"/>	
Have the necessary knowledge and skills to attend to a person's care needs, to include attending to their personal hygiene needs, toileting and mobility requirements.	<input type="checkbox"/>	<input type="checkbox"/>	
Knowledge of pressure area care and prevention.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand importance of good nutrition and hydration in maintaining wellbeing.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand the importance of food safety, including hygiene, in the preparation and handling of food.	<input type="checkbox"/>	<input type="checkbox"/>	
Know how to establish an individual's communication and language needs, wishes and preferences.	<input type="checkbox"/>	<input type="checkbox"/>	

Objective	Yes	No	Comments / Actions (if No)
Understand a range of communication methods and styles that could help meet an individual's communication needs, wishes and preferences.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand what confidentiality means in their work role.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of ways to maintain confidentiality in day-to-day communication.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of situations where information normally considered to be confidential might need to be passed on.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand how to promote dignity and respect in their day-to-day work with the individuals they support.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand why it is important to work in partnership with carers, families, advocates and others who are significant to an individual.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand how to put person-centred values into practice in their day-to-day work.	<input type="checkbox"/>	<input type="checkbox"/>	
Develop an understanding of the standard of care that the Home Support Worker should provide to Service Users in their care.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand the principles of effective hand hygiene.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand ways in which their own health or hygiene might pose a risk to the individuals they support, or to other people at work.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of common types of personal protective equipment and procedures and how and when to use them.	<input type="checkbox"/>	<input type="checkbox"/>	
Know the actions they must take and who to contact if they suspect an individual is being harmed or abused.	<input type="checkbox"/>	<input type="checkbox"/>	

Objective	Yes	No	Comments / Actions (if No)
Be aware of reporting structures, to include out of hours arrangements.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of the aims, objectives and values of the service in which the Home Support Worker is employed within.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of how to keep records up to date, complete, accurate and legible.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of the Assisted Decision Making (Capacity) Act 2015.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of how and whom to report to if they become aware that agreed procedures have not been followed.	<input type="checkbox"/>	<input type="checkbox"/>	
Explain how duty of care contributes to the safeguarding or protection of individuals.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of Incident Reporting and Open Disclosure policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	
Identify and be aware of the risks they may be exposed to working within Service Users' homes.	<input type="checkbox"/>	<input type="checkbox"/>	
Know how to recognise and report adverse events, incidents, errors and near misses that are likely to affect the wellbeing of individuals.	<input type="checkbox"/>	<input type="checkbox"/>	
Be aware of any existing comments and complaints procedures in accordance with agreed ways of working.	<input type="checkbox"/>	<input type="checkbox"/>	
Know why it is important to assess health and safety risks posed by the work setting/situation or by particular activities.	<input type="checkbox"/>	<input type="checkbox"/>	
Understand how and when to report health and safety risks that they have identified.	<input type="checkbox"/>	<input type="checkbox"/>	

3. Summary of Actions / Training Required

List any outstanding actions, training, shadow shifts, supervision, or reassessment required:

Action / Training Required	Responsible Person	Target Date

4. Sign-Off

Home Support Worker (Name)		Signature / Date	
Induction Facilitator (Name)		Signature / Date	
Manager / Supervisor (Name)		Signature / Date	

Note: Where competency is not achieved at induction, appropriate controls must be implemented (e.g., shadowing, supervision, restricted duties) until competence is confirmed.