

Mr Gethin White  
Social Care Wales  
South Gate House  
Wood Street  
Cardiff CF10 1EW

21 June 2017

Dear Mr White,

**Health and Social Care Induction Framework**

Thank you for the opportunity to respond to Social Care Wales's consultation on the updated Health and Social Care Induction Framework, which I have the pleasure to do on behalf of the United Kingdom Homecare Association (UKHCA).

The enclosed paper responds to the issues the consultation has raised. Please do contact me if you require any additional information.

Yours sincerely,



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## Response submitted by UKHCA for Social Care Wales

1. UKHCA is the professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. UKHCA helps organisations that provide social care (also known as domiciliary care or homecare), which may include nursing services, to people in their own homes, promoting high standards of care.
2. We believe the sections reflect what workers need to be able to know and do in their first 12 weeks and six months. We believe the language in the draft document to be clear and understandable. We also expect the induction framework to be made available in a number of formats suited to providers and their careworkers.
3. In terms of recommended learning resources to assist careworkers in completing the induction framework, UKHCA has published the "Homecare Workers' Handbook", an essential guide to care at home for careworkers and is intended to supplement a careworker's training. Further information, including a sample, can be found here: <https://www.ukhca.co.uk/handbook.aspx?1=1>
4. You have asked what support would be helpful for UKHCA to assist in the implementation of the revised induction framework. As the professional association of homecare providers, a briefing session would assist us in supporting our members across Wales.
5. Furthermore, a briefing document or website containing Frequently Asked Questions that clearly highlights the changes to the revised induction framework would be useful. The briefing would be particularly useful if it frames and clarifies the framework, explaining how it fits with the numerous other changes being made to the sector.
6. It would be also useful for the document to include or consider:
  - a. domiciliary care-specific notes;
  - b. whether the expected level of supervision of a careworker undertaking the induction should be consistent throughout the 6-month period;
  - c. potential costs to be incurred by the latest changes, how the costs are justified and their potential effects on the homecare market, recruitment and retention (for example, careworkers who leave during the revised training period);
  - d. how the framework fits with an organisation's own specific induction; and
  - e. how national organisations should implement the framework in their Welsh branches.
7. Finally, we understand and commend the desire to upskill the workforce, but we believe this should only be done in a way that is fitting to the homecare sector. Care must be taken not to jeopardise markets, recruitment and retention - areas which already face numerous challenges. Effective upskilling does not hinder, but enhances, the vital day-to-day work that our members provide.