



Creative Support's Development Pathway

For staff in care and support roles



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Introduction

At Creative Support, we are committed to nurturing the growth and development of our team members at every level.

We have an inclusive, empowering culture where every team member is supported both professionally and personally. This Development Pathway embodies our organisational values and reflects our dedication to delivering outstanding person-centred care.

Our Development Pathway will enable you to progress from entry-level roles to senior leadership positions through tailored, structured and values-led learning opportunities. By aligning with national strategies and our WE CARE framework and embedding the principles of co-production, empowerment and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support.



Dr Ray Kendall-Corry, Head of Learning

Together, we are building a future where both staff and the people we support are enabled to live their best lives.

Staff Induction Pathway

The Induction Pathway has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training and a pathway towards future professional development.

This pathway applies primarily to new employees in care and support roles but also acts as a useful reference point for current staff needing to refresh their knowledge or prepare for progression.

You will have a personalised account with Learning Pool, our online learning management system. This will enable you to book and attend training and will ensure that all your training is recorded. You can also download training certificates when your training has been completed and upload any qualifications that you already have. This will ensure that you can evidence all of your professional development including training and qualifications undertaken prior to joining Creative Support.

We have incorporated the role categories from the Skills for Care / Department for Health and Social Care National Workforce Development Strategy 2024 – 2039 to align with the workforce plans for health and social care. The role categories are on page 8.

First Two Days: Welcome and Induction

Day 1 – Welcome Day (7.5 hours)

Your first day will be dedicated to welcoming you into your new workplace. You will not be required to provide direct care and support on this day. Your first day will include:

- Welcome to your service – meeting your line manager/senior staff (who will start your local induction), team colleagues and people we support.
- Familiarisation with your work environment and essential safety requirements. Introduction to key policies, procedures and service expectations.
- Being introduced to the needs and preferences of the people we support.
- Understanding your job role as outlined in your job description.
- Login to your Learning Pool account (your line manager will contact the Training department to activate your account).

This is an important day to begin building relationships, develop your understanding of Creative Support's We Care values, the expectations of your role and the needs of the people we support.

Day 2 – Induction Training Day (7.5 hours including 6.5 hours training)

You will have a structured training day to complete essential training modules. **You will not be required to provide direct care and support on this day.**

Day 2	Session Name	Preferred Delivery Method	Duration (max)	Recommended Refresh
9:00am	Arrive at your service and continue familiarising yourself with the requirements of your role and the needs and preferences of the people you will be supporting.			
9:30am	Creative Support Induction includes WE CARE values, 'I' Statements and Philosophy	Virtual Classroom Zoom Details Room Number: 3255699811 Password: 3C2sjT	2 hours	No refresher
11:30am	Basic Life Support	e-Learning	1 hour	1 year
12:30pm	Lunch			
1:00pm	Safeguarding Adults & Children	e-Learning	1.5 hours	2 years
2:30pm	Medication Administration	e-Learning	2 hours	No refresher
	If Medication Administration is not required for your role, you should continue familiarising yourself with the requirements of your role and the needs of the people you will be supporting.			

Weeks 1–12: Completion of Induction Pathway

Over your first 12 weeks of employment, you will complete the remainder of your induction pathway, which includes all essential training. These sessions equate to around six days of formal training. The sessions are scheduled flexibly to allow learning to be completed alongside your care and support role.

You must choose at least one of the following modules as directed by your manager: ‘Learning Disabilities and Autism’, ‘Mental Health Awareness’ or ‘Supporting Older People’, depending on the type of service you are working in and the needs of the people you will be supporting. In some cases, you will be asked to complete more than one of these due to diverse service needs.

Within 12 Weeks – Session Name	Preferred Delivery Method	Duration (max)	Recommended Refresh
Health & Safety	e-Learning	1.5 hours	3 years
Fire Safety	e-Learning	1 hour	2 years
Moving & Handling Objects	e-Learning	1.5 hours	3 years
Data Protection & Information Governance	e-Learning	1 hour	1 year
Cyber Security	e-Learning	1 hour	1 year
Person Centred Care & Support with Mental Capacity	Classroom	½ day	3 years
Human Rights, Equality & Diversity	Classroom	½ day (Makes up 1 day)	3 years
Moving and Positioning People	In service/ Classroom	½ day	3 years
First Aid and Basic Life Support	In service/ Classroom	½ day (Makes up 1 day)	First Aid - 3 years Basic Life Support - annually
Medication Administration	Classroom	1 day	3 years – annual observations as minimum
Anti-Racism	Virtual Classroom	2 hours	No refresher
The courses below do not need to be updated if you have an up to date certificate.			
Infection Control	Classroom	½ day	3 years
Nutrition and Hydration	Classroom	½ day (Makes up 1 day)	3 years
Supporting People with Learning Disabilities & Autism Awareness	e-Learning	2 hours	No refresher
Supporting Older People & Dementia Awareness	e-Learning	1 hour	No refresher
Supporting People with Mental Health Needs	e-Learning	1 hour	No refresher
The Oliver McGowan Mandatory Training	e-Learning	2 hours	3 years
Food Safety	e-Learning	1 hour	3 years
	TOTAL	45 hours	

During weeks 1-12 you should continue to develop an in-depth understanding of how to effectively meet the needs and preferences of the people you are supporting. You should use every opportunity to apply the knowledge and learning from your formal training to your practice. Your line manager and colleagues will continue to share their knowledge and expertise with you throughout this period.

These sessions will be scheduled in discussion with your line manager to ensure a good balance between training and getting to know the people you are supporting through on the job coaching and by providing direct care and support.

Additional Specialist Training

Services may support individuals with specific health or behavioural support needs. Therefore, additional service-specific training will be available as appropriate. For example:

- Epilepsy and Buccal Midazolam – where people we support have epilepsy and may require rescue medication.
- PEG feeding, stoma care, catheter care – where individuals require support with health-related needs.
- Positive Behaviour Support – in services where this is required.
- Condition-specific modules, such as dementia, autism, dual diagnosis and personality disorder awareness.

These sessions are typically delivered in-house by our specialist trainers.

Ongoing Refresher Training

Training modules require regular updating to maintain regulatory compliance and practice competence. Below is a summary of refresher expectations:

Training	Preferred Delivery Method	Recommended Refresh Frequency
Fire Safety	e-Learning	Every 2 years
Infection Control	e-Learning	Every 3 years
Basic Life Support	e-Learning	Annually
First Aid	Classroom	Every 3 years
Safeguarding Adults & Children	e-Learning	Every 2 years
Medication Administration	Classroom	Every 3 years
Moving & Positioning People	Classroom / in service	Every 3 years
Specialist Training	Classroom / in service / e-Learning	As required based on needs of people we support

Your Learning Pool account will track these refresher periods and email reminders to staff.

Linking to the Professional Development Pathway (12 weeks onwards)

This pathway includes:

- Additional leadership and management training.
- Access to accredited qualifications (e.g. Level 3–5 in Leadership and Management in Health and Social Care).

This pathway reflects our commitment to providing effective personalised care and support. It also provides a solid foundation from which new staff can practice confidently and safely whilst developing personally and professionally.

If you have questions about any element of your professional development or employment journey with Creative Support, please speak with your line manager or a member of the Learning & Development team.

If staff complete a recognised adult social care qualification within the allocated refresher time which includes this topic, the refresh period resets. This is to minimise duplication of learning updates where possible.



Employee Categories

Creative Support has developed the pathway to equip you with the knowledge and skills that will enable you to apply for a more senior post where appropriate. This is subject to a more senior role being available and a successful interview.

Category A:

New to Care – people who have never worked in Health and Social Care before (also includes staff who have worked for agencies for less than 6 months – locum staff)

Category B:

Care or Support Worker/new to Creative Support but has previous experience of working in Health and Social Care (includes locum staff who have worked for agencies for 6 months or more and staff who may have TUPE'd into Creative Support)

Category C:

Senior Support Worker/Coordinator/Team Leader level

Category D:

Leader/Practitioner/Registered Manager

Note: Staff in Category A/B will only complete a Level 2 apprenticeship if the service in which they work has social value commitments. If staff already have a Level 2/3 qualification they do not need to repeat this.

A staff member may complete an apprenticeship if they have been resident in the UK (not including time spent studying) for 3 years. (Please see 'Apprenticeship Funding Rules 2024-2025' on page 115 for more information).

	Up to 4 months	Up to 18 months	18 months onwards
Category A Suitable for: New to Care	<ul style="list-style-type: none"> Creative Support Induction Service-specific learning Level 2 Adult Social Care Certificate (enrol at 3 months from start date) 	<ul style="list-style-type: none"> Level 3 Control and Administration of Medicines Level 2 Understanding Dysphagia Level 2 qualification in Health and Social Care 	<ul style="list-style-type: none"> Consider for promotion where appropriate and position is available Level 3 qualification in Health and Social Care depending on role requirements
Category B Suitable for: Support Worker/ New to Creative Support	<ul style="list-style-type: none"> Creative Support Induction Service-specific learning Level 2 Adult Social Care Certificate (if no relevant qualifications, at 3 months from start date) 	<ul style="list-style-type: none"> Level 3 Control and Administration of Medicines Level 2 Understanding Dysphagia Level 2 or 3 qualification in Health and Social Care 	<ul style="list-style-type: none"> Consider for promotion to senior support worker where available Level 3 or 4 qualification in Health and Social Care depending on requirements

	Up to 4 months	Up to 18 months	18 months onwards
Category C Suitable for: Senior Support Worker Coordinator Team Leader	<ul style="list-style-type: none"> • Creative Support Induction • Service-specific learning • Introductory Modules for Managers from Skills for Care 	<ul style="list-style-type: none"> • Level 3 Medication • Level 3 Dysphagia • Level 3 Safeguarding • Moving & Positioning for Managers • Learn to Lead modules (ILM Level 3) • Level 3, 4 or 5 qualification depending on needs of the role 	<ul style="list-style-type: none"> • Consider for promotion to more senior role where available • Level 4 or 5 qualification (if appropriate for role and responsibilities)
Category D Suitable for: Registered Manager Leader/ Practitioner Deputy Manager	<ul style="list-style-type: none"> • Creative Support Induction • Service-specific learning • Medication Observation for Senior Staff • Skills for Care Introductory Modules for Managers 	<ul style="list-style-type: none"> • Level 3 Medication Train the Trainer • Level 3 Dysphagia • Level 3 Safeguarding • Moving & Positioning for Managers • Learn to Lead modules (ILM Level 3/5) • Leading your Service Good to Outstanding • Level 3 or 4 qualification depending on needs of the role • Level 5 qualification in Leadership & Management of Care Services 	<ul style="list-style-type: none"> • Consider promotion to a more senior role where available and appropriate • Higher level qualification, degree or MA where appropriate

Category A: New to Care

New Support Worker – Becoming an effective social care worker

	Up to 4 months	Up to 18 months	18 months onwards
Category A Suitable for: New to Care	<ul style="list-style-type: none">• Creative Support Induction• Service-specific learning• Level 2 Adult Social Care Certificate (enrol at 3 months from start date)	<ul style="list-style-type: none">• Level 3 Control and Administration of Medicines• Level 2 Understanding Dysphagia• Level 2 qualification in Health and Social Care	<ul style="list-style-type: none">• Consider for promotion where appropriate and position is available• Level 3 qualification in Health and Social Care depending on role requirements

Duration: Up to 4 months

Focus: Understanding Creative Support's values, ethics and the fundamentals of person-centred care. Developing your professional role and integrating Creative Support's approach to service delivery in your day-to-day practice.

Key Responsibilities:

- 1 Understand your professional responsibilities and develop your professional role.
- 2 Deliver high-quality, person-centred care and support to people we support in all aspects of their life.
- 3 Develop understanding of safeguarding, risk management and statutory requirements.
- 4 Build relationships with people we support, families and the wider team.

Training and Development Duration: Up to 4 months

- You will complete all aspects of Creative Support's induction programme.
- Staff new to social care will be enrolled on the Level 2 Adult Social Care Certificate. This is the industry standard for Adult Health and Social Care from 2025.

Level 2 Adult Social Care Certificate Qualification

The Level 2 Adult Social Care qualification is an accredited qualification designed to provide a core standard to delivering care, reduce the need for repeat training and give recognition to our care workforce for their professional career.

The qualification will be shaped around your day-to-day work activities and, for those who are relatively new to working in adult social care, will take on average 6-8 months to complete. For those more experienced in adult social care, this qualification will recognise your experience and expertise by providing an opportunity to contribute your prior learning and training to complete the course in a shorter length of time.

- Where there is a social value commitment for a service, Support Workers will be offered the Level 2 Apprenticeship in Adult Health and Social Care. This will be delivered by one of our delivery partners – not by the Creative Academy Team.
- Mandatory training (Safeguarding, Health & Safety, GDPR, etc.)
- Service-specific training and development - depending on the service and the people you are supporting, there will be specific training and development opportunities. This is to ensure you can fully meet the needs of the people you support and offer the best person-centred practice possible.

Up to 18 months

- You will be offered further training that will enable you to embed your skills into your practice.
- Level 3 qualification in Control and Administration of Medicines.
- Level 2 in Understanding Dysphagia.
- Depending on role and responsibilities, you may be offered the Level 3 Diploma in Health and Social Care, or a Level 2 qualification in Adult Health and Social Care.

18 months to 3 years

After successful appraisals and completion of all necessary learning and development you may be considered for promotion to a more senior position. This is dependent on overall performance, is subject to competitive interview and selection processes.

Category B: Support Worker – New to Creative Support

Experienced support worker but new to Creative Support
– becoming an effective social care worker

	Up to 4 months	Up to 18 months	18 months onwards
Category B Suitable for: Support Worker New to Creative Support	<ul style="list-style-type: none"> • Creative Support Induction • Service-specific learning • Level 2 Adult Social Care Certificate (if no relevant qualifications, at 3 months from start date) 	<ul style="list-style-type: none"> • Level 3 Control and Administration of Medicines • Level 2 Understanding Dysphagia • Level 2 or 3 qualification in Health and Social Care 	<ul style="list-style-type: none"> • Consider for promotion to senior support worker where available • Level 3 or 4 qualification in Health and Social Care depending on requirements

Duration: Up to 6 months

Focus: Understanding the fundamentals of person-centred care, crafting your professional role and integrating into Creative Support's approach to service delivery.

Key Responsibilities:

- 1 Understand Creative Support's expectations and requirements.
- 2 Professional responsibilities and developing your professional role.
- 3 Deliver high-quality care and support to the people we support in all aspects of their life.
- 4 Develop understanding of safeguarding, risk management and statutory requirements.
- 5 Build strong relationships with people we support, families and the wider team.

Training and Development:

Staff new to Creative Support will be enrolled on the Level 2 Adult Social Care Certificate if required (if they have no other Level 2 qualifications).

Where there is a social value commitment for a service, Support Workers will be offered the Level 2 Apprenticeship in Adult Health and Social Care.

All staff new to Creative Support will attend our Induction Programme (week 1–2), which includes an introduction to Creative Support's vision, values and services. This includes our WE CARE values and the 'I' Statements, understanding the rights of the people we support, dignity and respect and mandatory training (safeguarding, health and safety, GDPR, etc.).

Service-specific training and development - depending on the service and the people you are supporting, there will be specific training and development opportunities. This is to ensure you can fully meet the needs of the people you support and offer the best person-centred practice possible.

Category C: Senior Support Worker/Coordinator/ Team Leader level

	Up to 4 months	Up to 18 months	18 months onwards
Category C Suitable for: Senior Support Worker Coordinator Team Leader	<ul style="list-style-type: none"> • Creative Support Induction • Service-specific learning • Introductory Modules for Managers from Skills for Care 	<ul style="list-style-type: none"> • Level 3 Medication • Level 3 Dysphagia • Level 3 Safeguarding • Moving & Positioning for Managers • Learn to Lead modules (ILM Level 3) • Level 3, 4 or 5 qualification depending on needs of the role 	<ul style="list-style-type: none"> • Consider for promotion to more senior role where available • Level 4 or 5 qualification (if appropriate for role and responsibilities)

Duration: Up to 18 months

Focus: Taking on additional responsibility, refining care delivery and building leadership and management skills and knowledge.

Key Responsibilities:

- 1 Leading by example when delivering high-quality care.
- 2 Acting as a role model for Support Workers and other staff.
- 3 Coordinating care delivery and managing team dynamics.
- 4 Managing responsibilities in relation to Creative Support, the Care Quality Commission and Local Authority documentation and contributing to care plans of the people we support.

Training and Development: Up to 4 months

Advanced Care Workshops:

- Complex care needs, mental health awareness, working with challenging behaviours (if needed).
- Specialised training based on profiles of people we support (e.g. dementia care, autism support).

Learning and Development – Up to 18 months

- Additional Management Modules. These are e-learning modules for first line managers and are self-paced. They are accessed through Learning Pool and are the Level 3 ILM modules (Institute of Leadership and Management). These modules can be completed individually without formal accreditation or you may wish to complete additional work and be registered to complete the full ILM Level 3 qualification in first-line management; this is optional.
- Level 3 Medication Train the Trainer
- Dysphagia for Managers
- Level 3 Safeguarding
- Moving & Positioning for Managers – internal
- Level 3 qualification (if no other qualifications and if appropriate for your role)
- Level 4 or 5 qualification in Leadership & Management of Care Services (if role allows)
- Creative Leadership – transitioning into a leadership role
- Leading your Service(s) from Good to Outstanding
- First-time leadership workshops (team management, conflict resolution, time management)
- Introduction to coaching and mentoring skills
- Mental Health First Aid

<div>Package 1</div> <div>First-Line Manager</div>	<div>Modules: 19</div> <div>Topic areas covered:</div>
	<div><div><div>• Building a Positive Team Culture</div><div>• Conflict Resolution Strategies</div><div>• Creative Problem Solving</div><div>• Decision Making</div><div>• Defining Leadership</div><div>• Effective Delegation</div><div>• Forming High-Performing Teams</div><div>• Implementing Change Effectively</div><div>• Implementing Solutions</div><div>• Key Attributes of Effective Leaders</div></div><div><div>• Leadership Myths and Realities</div><div>• Leadership Styles</div><div>• Leading with Purpose</div><div>• Mastering Time Management</div><div>• Maximising Productivity</div><div>• Navigating Change</div><div>• Sustaining Change</div><div>• Team Dynamics & diversity</div><div>• Understanding Conflict</div></div></div>

Learning and Development – 18 months to 3 years

Consider for promotion to more senior role.

You will be offered:

- Level 4 Diploma – internal (if appropriate for role and responsibilities).
- Level 4 qualification – external – if role allows, OR
- Level 5 qualification – external – if role allows.
- Ability to manage a team and coordinate service delivery.
- Advanced understanding of person-centred care in more complex contexts.



Category D: Registered Manager/Leader/ Deputy Manager

Leading Teams and Managing Services

	Up to 4 months	Up to 18 months	18 months onwards
Category D Suitable for: Registered Manager/Leader Practitioner Deputy Manager	<ul style="list-style-type: none"> • Creative Support Induction • Service-specific learning • Medication Observation for Senior Staff • Skills for Care Introductory Modules for Managers 	<ul style="list-style-type: none"> • Level 3 Medication Train the Trainer • Level 3 Dysphagia • Level 3 Safeguarding • Moving & Positioning for Managers • Learn to Lead modules (ILM Level 3/5) • Leading your Service Good to Outstanding • Level 3 or 4 qualification depending on needs of the role • Level 5 qualification in Leadership & Management of Care Services 	<ul style="list-style-type: none"> • Consider promotion to a more senior role where available and appropriate • Higher level qualification, degree or MA where appropriate

Duration: Up to 4 months

Key Responsibilities:

- 1 Day-to-day management of a service (team, budget, compliance, satisfaction of people we support).
- 2 Leadership in staff development, recruitment and retention.
- 3 Ensuring the delivery of high-quality, innovative care in line with Creative Support's standards.
- 4 Coordinating care delivery and managing team dynamics.
- 5 Managing responsibilities in relation to Creative Support, the Care Quality Commission and Local Authority documentation and contributing to care plans of people you support.

Training and Development: Induction – Up to 4 months

- Creative Support Induction.
- Skills for Care Introductory Modules for Managers.
- Service-specific learning depending on the needs of the people you support.
- Leading teams, performance management, our policies and employment law.
- Budget management and resource allocation.
- Training in performance data analysis and service audits.
- Emotional Intelligence & Advanced Communication: Workshops on emotional intelligence, coaching your team and developing a high-performance culture.

Learning and Development – Up to 18 months

- Additional Management Modules. These are e-learning modules and are self-paced. They are accessed through Learning Pool and are built on the Level 3/5 ILM qualification. These modules can be completed individually without formal accreditation or, you may wish to complete additional work and be registered to complete the full qualification. This is optional.
- Moving & Positioning for Managers – internal.
- Dysphagia for Managers.
- Level 3 Medication Train the Trainer.
- Level 3 Safeguarding.
- Level 5 qualification in Leadership & Management of Care Services.
- Creative Leadership – transitioning into a leadership role.
- Leading your Service(s) from Good to Outstanding.
- First-time leadership workshops (team management, conflict resolution, time management).
- Introduction to Coaching and Mentoring Skills.
- Mental Health First Aid.

Learning Modules for Category D Development Pathway – these will be available through Learning Pool

Package 2 Mid-Level Manager	Modules: 16	
	Topic areas covered:	
	• Exploring Strategic Leadership	• Managing Resources
	• Developing Strategic Management and Leadership Skills	• Effective Resource Allocation
	• Managing Innovation in Organisations	• Financial Awareness and Decision Making
	• Creating High Performance Teams	• Creating a Coaching Culture
	• Building Agile & Resilient Teams	• Strategic Decision-Making Processes
	• Introduction to Strategic Planning	• Innovative Problem-Solving
	• Managing Remote Teams	• Reflective Practice for Professional Development
		• Self-Awareness & Personal Development Planning

Learning and Development – 18 months to 3 years

- Consider promotion to a more senior role.
- Higher level qualification / degree/ MBA etc.
- Ability to manage a team and coordinate service delivery.
- Advanced understanding of person-centred care in more complex contexts.
- Preparedness for transition into formal management roles.

Strategic Thinking and Service Development

- Introduction to strategic planning, service development and partnership building.
- Learning how to identify opportunities for service improvement and expansion.

Leadership Coaching and Networking

- Participate in leadership coaching with senior managers.
- Senior staff will be supported to attend industry conferences, networking events and internal strategy meetings.

Outcomes

- Fully competent in-service management and leadership.
- Ready to contribute to Creative Support's growth and strategic direction.
- Prepared for higher-level management roles, with experience in both day-to-day and strategic functions.



Our Mission and Purpose Statement

Creative Support promotes independence, inclusion, and wellbeing. We do this by working with the people we support, their families and others to meet individual needs and aspirations in a person-centred way. We provide high quality homes and support, enabling people to say:

- I live my best life in a place I call home.
- I feel listened to, respected and valued.
- I enjoy choices and rights and have control over my life.
- I am supported to feel safe.
- I am doing the things that matter to me.
- I enjoy relationships with others.
- I am connected to my community.
- I am supported with my wellbeing.
- I feel able to reach my full potential.

Our We Care Values underpin everything we do at Creative Support. We are:

Welcoming

Empowering

Compassionate

Aspirational

Respectful

Effective





Inspiring Excellence in Health and Social Care

Contact details

General training queries (including e-Learning and diplomas)



0161 238 7664 (Monday-Friday, 09.00-17.00)



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www.creativeacademy.org.uk



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