



# Creative Support's Development Pathway

For Relief Workers  
in care and support roles



# Introduction

## Training and Induction Information for Relief Workers

We're delighted to welcome you to the Creative Support team as a relief (bank) worker. We want to ensure you have a positive and rewarding experience as you begin working with us.

Before you can pick up your first shift, there are some essential preliminary training sessions you will need to complete. You can claim up to 10 hours for completion of these e-learning modules and this will be paid at the current national living wage.

This process is part of our supportive induction programme designed to help you settle into your role with confidence.

It includes:

- Practical, supportive orientation.
- Core induction and compliance training.
- Specialist training to meet the individual needs of the people you support.

While this pathway is tailored primarily for new relief employees in care and support roles, it can also be a useful refresher for current staff.

### Learning Pool – Your Training Portal

You'll receive a personalised account on **Learning Pool**, our online learning management system. This platform will allow you to:

- Book and complete your training
- Access e-Learning modules
- Download certificates once training is completed
- Upload any existing qualifications or prior training

This ensures all your professional development is recorded – including qualifications gained before joining Creative Support.

### Keeping Your Training Up to Date

Many training modules require regular updates to maintain compliance and support best practice. Learning Pool will track when refresher training is due and send email reminders, helping you to plan your time effectively.



Dr Ray Kendall-Corry, Head of Learning



## Stage One: Your ‘Welcome to Creative Support’ Shift

Your first shift will be dedicated to welcoming you into your new Creative Support service. You will not be required to provide direct care and support on this day.

This includes:

### Day 1 Welcome Day

- Welcome to your service – meeting your line manager/senior staff team, colleagues and the people we support.
- Familiarisation with your work environment and essential fire safety and health and safety requirements.
- Introduction to key policies, procedures, and service expectations.
- Understanding your job role as outlined in your job description.
- Login to your Learning Pool account (please contact the Training Department to activate your account).
- How to use SONA – information and video demonstration

## Stage Two: Preliminary Training (Complete before picking up shifts)

To begin working in our services, you’ll need to complete the following mandatory and statutory training. All of this can be accessed via your Learning Pool account.

Our e-Learning is designed to be:

- Easy to access from any device with internet (we do not recommend using your mobile phone)
- Flexible around your schedule
- Supportive of your professional development
- Focused on delivering compassionate, person-centred care

Course	Preferred Delivery Method	Duration (max)	Recommended Refresh
<b>Creative Support Induction (includes WE CARE values, “I” Statements and our Philosophy)</b>	Virtual Classroom Every weekday at 9:30am	2 hours	No refresher necessary
<b>Basic Life Support</b>	e-Learning	1 hour	Every year
<b>Safeguarding Adults and Children</b>	e-Learning / Virtual Classroom	1.5 hours	Every 2 years
<b>Data Protection and Information Governance</b>	e-Learning	1 hour	Every year
<b>Cyber Security</b>	e-Learning	1 hour	Every year
<b>Medication Administration</b>	e-Learning	2 hours	Every 3 years with observations of practice to maintain competence
<b>Fire Safety, Health &amp; Safety, and Moving &amp; Handling Objects</b>	e-Learning	1.5 hours	Every 2 years
<b>Total Time Commitment</b>		<b>10 hours</b>	

## Stage Three: Additional Training (Complete Within 8 Weeks)

To be fully compliant, you'll need to complete the following additional training within your first 8 weeks:

Course	Preferred Delivery Method	Duration (max)	Recommended Refresh
First Aid	Classroom/virtual/ e-Learning	3 hours	Every 3 years
Moving & Positioning (People)	Classroom/virtual/ e-Learning	3 hours	Every 3 years – with annual observations of practice
Dysphagia & Swallowing Support	e-Learning	1 hour	No refresher
Infection Control & Nutrition and Hydration	e-Learning	2 hours	No refresher
<b>Total Time Commitment</b>		<b>9 hours</b>	

## Additional Specialist Training

Depending on the service and the people you support, you may be required to complete further training. Examples include:

- **Epilepsy & Buccal Midazolam** – For services supporting individuals with epilepsy
- **PEG Feeding, Stoma & Catheter Care** – For services supporting people with specific healthcare needs
- **Positive Behaviour Support** – Where this is required in your service
- **Condition-Specific Modules** – e.g. Dementia, Autism, Dual Diagnosis, Personality Disorders

These sessions are usually delivered in-house by our specialist trainers and will be arranged by the manager of your service(s).

If you have already completed any additional specialist training please upload your certificate(s) to your Learning Pool account.

If you have any questions or need support at any stage, please contact us at:

**training@creativesupport.co.uk**

**0161 238 7664**

We're excited to support you on your journey with Creative Support.

**Thank you,  
Creative Academy and the Resourcing Team**

# Training and Induction Record

## for new Relief Workers

Stage	Actions	Complete? (Tick)
1	Welcome shift – welcome the staff member to your service – meet the people we support, line manager, senior staff team.	<input type="checkbox"/>
	Tour of the work environment – the home of the people we support.	<input type="checkbox"/>
	Introduction to procedures and service expectations.	<input type="checkbox"/>
	Job description and understanding expectations of role – rotas, shift responsibilities.	<input type="checkbox"/>
	Understanding the duty desk and on-call procedures including local on-call.	<input type="checkbox"/>
	Explanation of Learning Pool and how it works.	<input type="checkbox"/>
	Log in to your Learning Pool account (you may need to contact the training team).	<input type="checkbox"/>
2	SONA demonstration and explanation (account will be set up but not active until preliminary training is complete).	<input type="checkbox"/>
	Preliminary training sessions completed.	<input type="checkbox"/>
3	'Ready to Work' Certificate issued.	<input type="checkbox"/>
	Additional training completed.	<input type="checkbox"/>
	Specific training completed (depending on the needs of the people who use your service(s)).	<input type="checkbox"/>

Name	Sign	Date

# 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**



# Notes



# 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)



training@creativesupport.co.uk



www.creativeacademy.org.uk

