

---

## Guidance for employers on core training for redeployed workers, temporary workers and volunteers

---

In the current situation we are aware that staff are being redeployed to assist frontline care services. This means that they may be asked to take on roles which they are unfamiliar with. We are also aware that temporary workers and volunteers are being drafted in to support services

All groups need basic, core knowledge in order to provide support to people safely.

This guidance is intended to help employers identify what these individuals need, quickly.



learning

# Guidance for employers on core training for redeployed workers, temporary workers and volunteers

## THIS GUIDANCE IS IN THREE PARTS

---

1. **Guidance for employers.**
2. **Core learning for all staff.**
3. **Service specific learning.**



NHS Education for Scotland (NES) have developed a range of educational and induction resources. This is available for all health and social care staff and volunteers deployed to support clinical services, but will be particularly useful in the event of people needing redeployed to other areas. NES information and learning resources re COVID-19 are available from: <https://learn.nes.nhs.scot/27993/coronavirus-covid-19>

## Overview: Guidance for employers

This resource provides a practical approach and guidance for care settings that may require the use of redeployed workers, the introduction of temporary workers and volunteers due to the staffing challenges facing the sector as a result of the spread of COVID-19.

Expectations for employees and volunteers may differ and this resource sets out the key messages employers need to think about and what needs to be in place to promote the safe delivery of services. It includes resources available for inducting workers into different care settings and provides guidance on training and learning available to help people develop the knowledge, skills and competence to support our most vulnerable.

It is recognised that services will be subject to demands which will require different approaches to how they make use of staffing and other resources. This may include deploying staff from other services and recruiting temporary workers and volunteers. It is important that during the COVID-19 pandemic employers continue to maintain the wellbeing and safety of people using services. It is also advisable to continue to check national websites for the most up to date advice and information as it continues to change.

Responsibilities and expectations set out in the SSSC Codes of Practice (<https://www.sssc.uk.com/knowledgebase/article/KA-02412/en-us>) continue



to apply but the fast-changing nature of the outbreak and government emergency legislation may need to depart from established procedures to deliver care in order to meet need.

The SSSC has worked with other UK health and social care statutory regulators and agreed a joint statement to reassure registered workers and employers, should alternative approaches be required <https://news.sssc.uk.com/news/how-we-will-continue-to-regulate-in-light-of-novel-coronavirus-covid-19>. You should also continue to regularly check the SSSC website for updates.

## **Key areas for employers to think about**

The safety and wellbeing of those receiving services is paramount. We understand during this period of time resources are stretched, however not carrying out appropriate checks can lead to devastating consequences for individuals receiving a service and for those delivering services, therefore it is important safety is not compromised.

### **Registration**

There is normally a six-month period after starting work to obtain registration. In line with the emergency Coronavirus Bill this has been increased to 12 months once employment has commenced.

### **Protection of Vulnerable Groups (PVG) checks and references**

Employers should continue to carry out recruitment checks for new staff and volunteers, but should apply flexibility under the current emergency. The SSSC and the Care Inspectorate expect

employers to continue to request PVG checks and references. At this time, employers do not need to wait to receive a satisfactory PVG check before starting individuals in regulated roles directly supporting and caring for people. Disclosure Scotland will be prioritising PVG checks, but the UK Coronavirus Bill means that organisations recruiting staff ahead of a PVG check can do so without the risk of committing an offence. Barred individuals who seek to exploit this will be reported to Police Scotland.

Registered services should insist that any new employees or volunteers, whether redeployed or new to a caring role, complete an application form. This must include a self-declaration regarding any relevant health, regulatory or criminal history, as well as previous experience and qualifications. Employers should then carry out a risk assessment to determine the most appropriate deployment of individuals and ensure that knowledge, skills and experience are spread most effectively in order to meet the needs of people in the service. While continuity of care is important for people, reallocating roles and deploying workers to frontline and auxiliary positions is expected to be a dynamic process that will impact on the care and support people receive.

Significant disruption to staffing is expected during the pandemic and services are best placed to make decisions regarding optimum recruitment and deployment in a rapidly changing situation.

## Managing recruitment

Recruitment during the pandemic will be different for a number of organisations and may be determined by in-house resources and procedures when allocating employees into different roles. Please consider how you can access voluntary organisations who have already recruited staff and volunteers and are currently looking at ways to retain them during this period of disruption to their normal services. This includes the option to redeploy them to support another organisation as appropriate. For example, a voluntary organisation youth centre deploying staff to the local authority to help with learning support for key workers' children. The Scottish Council for Voluntary Organisations (SCVO) has developed the Community Assistance Directory which may be useful when accessing the availability of volunteers and employees of voluntary organisations:

<https://covid-19.scvo.org.uk/> and NES have opened an online portal allowing people to apply for health or social care roles:

[www.nes.scot.nhs.uk/recruitment/nes-vacancies.aspx](http://www.nes.scot.nhs.uk/recruitment/nes-vacancies.aspx)

When recruiting individuals into your service you should consider implementing and/or adjusting current procedures so that you and the worker are clear about expectations. You might also find the Safer recruitment through better recruitment guide helpful. This is good practice guidance intended to help employers meet existing legislative and regulatory requirements in relation to safer recruitment: [https://](https://hub.careinspectorate.com/media/1608/safer-recruitment-through-better-recruitment.pdf)

[hub.careinspectorate.com/media/1608/safer-recruitment-through-better-recruitment.pdf](https://hub.careinspectorate.com/media/1608/safer-recruitment-through-better-recruitment.pdf).

The following resources will help ensure safety when recruiting individuals into roles:

Resource	What it covers	Link
National Occupational Standards	Description of roles	<a href="https://learn.sssc.uk.com/nos/about-wideruses.html">https://learn.sssc.uk.com/nos/about-wideruses.html</a>
A Question of Care	Interactive tool to support individuals understand different areas of social services	<a href="https://www.aquestionofcare.org.uk/">https://www.aquestionofcare.org.uk/</a>
SSSC Codes of Practice	Codes of Practice for Social Service Workers and Employers	<a href="https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/">https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/</a>
Right Values, Right People: recruitment toolkit	Values based recruitment	<a href="http://learn.sssc.uk.com/rvrp/">http://learn.sssc.uk.com/rvrp/</a>

## NHS Education for Scotland (NES) to be employer for NHS returning workers

The Cabinet Secretary has announced that NES will become the contracted employer of individuals returning to NHS Scotland to support against Coronavirus. Phase one includes nurses and midwives (NMC), medics (GMC) and biomedical scientists, occupational therapists, operating department practitioners, paramedics, physiotherapists and radiographers (HCPC). Phase two will include former HCPC registrants from a range of other professions including clinical scientists, arts therapists and practitioner psychologists.

### Considerations

Where appropriate, carry out risk assessments of the activities redeployed workers, temporary workers and volunteers will undertake and ensure it complies with relevant insurance cover, legislation and organisational policies

Identify factors which would exclude individuals from being considered for certain tasks or roles for example moving and handling tasks, administering medication or roles that require more specialist knowledge and training

### Common Core

There are two Common Core frameworks reflecting children's services and adult care. The Common Core describes the core elements that workers should demonstrate to build positive relationships and promote the rights of individuals. It provides a

good foundation for those new to working in care services and not familiar with the scope of knowledge, skills and values which underpin practice.

**Childrens' services:** The children's Common Core was developed within GIRFEC principles. <https://www.gov.scot/publications/common-core-skills-knowledge-understanding-values-childrens-workforce-scotland/pages/5/>

**Adult care:** The adult Common Core was a recommendation of The Vision and Strategy for Social Services in Scotland. It shares the same element as the children's workforce Common Core to support consistency and flexibility across services. <http://sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=2442>

### Protecting people

Everyone working with children and their families, including social workers, health professionals, police, educational staff, voluntary organisations and the third sector, as well as members of the community, need to appreciate the important role they can play in remaining vigilant and providing robust support for child protection.

The Scottish Government guidance provides a national framework which agencies and practitioners at local level - individually and jointly - can understand and agree processes for working together to support, promote and safeguard the wellbeing of all children.

It also serves as a resource for practitioners on specific areas of practice and key issues in child protection.

You can access the guidance here: <https://www.gov.scot/publications/national-guidance-child-protection-scotland/>

The Adult Support and Protection Act (2007) is intended to protect those adults who are unable to safeguard their own interests and are at risk of harm because they are affected by disability, mental disorder, illness or physical or mental infirmity. Harm means all harm including self-harm and neglect.

You can find learning resources linked to this on pages 7 and 8 in Foundations for practice - Principles of care, chapter 5 (Reference: The Adult Support and Protection smartphone app).

## Induction

Each individual will bring their own set of experience knowledge, skills, competence and values to a role and many of those will be transferable. However, to ensure redeployed workers, temporary workers and volunteers are as equipped as possible for the role it is vital there is still an induction period to ensure the best level of care is provided.

It is important that individuals are provided with sufficient induction, training, supervision and support with their learning to fulfil duties and carry out tasks safely and effectively. This includes employers and organisations identifying minimum training and learning requirements for individual roles and delivering effective induction. The SSSC and NES have a wide range of resources to support you, and individuals new to your service, gain the understanding, knowledge and skills required to carry out the role safely and competently.

The SSSC, in partnership with employers, developed a national induction framework, Preparing for practice, for all social service settings in Scotland. It is a useful and popular tool with employers and has a helpful induction planning and tracking tool. You can find it here: <https://lms.learn.sssc.uk.com/course/view.php?id=32>

Many individuals moving to a different role may already hold current certificates or have particular skills which can be transferred, however they cannot always be guaranteed to be an exact fit or the required standard. For this reason, it is imperative that all individuals undertake core induction, training and learning before commencing work to ensure the safety of those receiving care is not compromised.

The SSSC resources below may support employers and workers with other areas of practice which are specific to the setting and split into the following areas.

- Core (fundamental to all service areas)
- Early learning and childcare
- Children's services
- Adult services
- Older people's services
- Community justice services

A number of the resources are in eBook format. To help you download and install our eBook resources you can find guidance on the SSSC Learning Zone here: <https://lms.learn.sssc.uk.com/course/view.php?id=44>

## Foundations for Practice

This resource covers the core elements of learning fundamental to safe and effective practice.

## Health and safety

We recommend you direct people to:

- Chapter 2: The workplace, Section 2, Dealing with hazards.
- Chapter 3: Promoting health and safety, Section 2, Following health and safety guidelines.

<https://lms.learn.sssc.uk.com/course/view.php?id=30>

## Principles of care

We recommend you direct people to:

- Chapter 2, Codes and standards.
- Chapter 5, Protecting people.

<https://lms.learn.sssc.uk.com/course/view.php?id=28>

## Communication and relationships

We recommend you direct people to:

- Chapter 2, Communication and relationship skills.
- Chapter 4, Recording and reporting.

<https://lms.learn.sssc.uk.com/course/view.php?id=31>

## Health and Social Care Standards

The Health and Social Care Standards set out what people who use services can expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone and to ensure that individuals are treated with respect and dignity and that the basic human rights we are all entitled to are upheld.

<https://www.badges.sssc.uk.com/badges/health-and-social-care-standards-awareness/>

## Safe Administration of Medication

This resource covers principles and good practice, understanding medication and practical considerations when undertaking the safe administration of medication. You should link the content to policies and procedures that relate to the safe administration of medication.

You can access the modules here: <https://learn.sssc.uk.com/sam/> There is also an accompanying smartphone app: <https://lms.learn.sssc.uk.com/course/view.php?id=13#section-2>

## Resilience resources for social work and social care practitioners

A helpful resource for employers and workers to support and promote wellbeing and resilience:

<https://www.iriss.org.uk/resources/reports/resilience-resources>



## CORE LEARNING FOR ALL STAFF (cont)

<p><b>Raising Concerns in the Workplace guidance</b></p>	<p>Guidance for workers, students and employers on how to raise a concern about the care and safety of people who use services: <a href="https://www.sssc.uk.com/knowledgebase/article/KA-02659/en-us">https://www.sssc.uk.com/knowledgebase/article/KA-02659/en-us</a></p>
<p><b>Adult Support and Protection</b></p>	<p>The app includes sections on:</p> <ul style="list-style-type: none"> <li>● the signs and symptoms of harm and abuse</li> <li>● what workers should do if they have concerns</li> <li>● the legislation that applies to adult support and protection</li> </ul> <p><a href="https://play.google.com/store/apps/details?id=com.sssc.adultsupport">https://play.google.com/store/apps/details?id=com.sssc.adultsupport</a></p>
<p><b>Infection prevention and control</b></p>	<p>A guide to putting on, taking off and disposing of protective clothing: <a href="https://learn.nes.nhs.scot/28079/coronavirus-covid-19/protecting-yourself-and-your-workplace-environment">https://learn.nes.nhs.scot/28079/coronavirus-covid-19/protecting-yourself-and-your-workplace-environment</a></p> <p>You will understand the importance of hand hygiene and the correct ways to put on and take off personal protective equipment that will keep you, your workplace and the people you support as safe as possible.</p>
<p><b>What is COVID-19?</b> You will demonstrate up to date knowledge of the signs and symptoms of COVID-19 and your role in escalating needs of people you support showing deteriorating health condition</p>	<p>What is COVID-19 who is at risk precautions to take advice for staff: <a href="https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/">https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/</a></p> <p>What is COVID-19, who is at risk precautions to take advice for members of the public, carers, people who suspect they have COVID-19: <a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19#stay-at-home-advice">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19#stay-at-home-advice</a></p> <p>NES information re COVID-19: <a href="https://learn.nes.nhs.scot/27993/coronavirus-covid-19">https://learn.nes.nhs.scot/27993/coronavirus-covid-19</a></p>
<p><b>Delegation of health duties, record keeping and communication</b></p>	<p>Resources to support health and social care support workers specifically including learning regarding communication skills, delegation of health duties, record keeping and communication is available here: <a href="https://learn.nes.nhs.scot/28254/coronavirus-covid-19/resources-for-new-staff/healthcare-support-worker-induction">https://learn.nes.nhs.scot/28254/coronavirus-covid-19/resources-for-new-staff/healthcare-support-worker-induction</a> and here: <a href="https://learn.nes.nhs.scot/28190/coronavirus-covid-19/resources-for-new-staff">https://learn.nes.nhs.scot/28190/coronavirus-covid-19/resources-for-new-staff</a></p> <p>You will be able to use communication aids such as simple speech and pictures to support people with communication support needs.</p> <p>You will know how to write in the person's records in a way that is person-centred, legal, safe and effective.</p> <p>You will be able to describe your role regarding safe delegation of health duties that you are asked to carry out.</p>
<p><b>Manual handling</b></p>	<p>This document has been produced to help employers, managers, manual handling practitioners and employees reduce the risk of injury from manual handling, which is still a significant cause of work related ill health and sickness absence in Health Boards and Local Authorities in Scotland.</p> <p><a href="https://www.hse.gov.uk/scotland/pdf/manual-passport.pdf">https://www.hse.gov.uk/scotland/pdf/manual-passport.pdf</a></p>



## Service specific learning resources

You can find a range of further learning resources for specific service areas at: <https://lms.learn.sssc.uk.com/course/index.php?categoryid=1>

There is also a search function to help you find specific resources.

The following sections provide some additional signposting.

## Early learning and childcare

These additional resources will support the ongoing learning and development of those continuing or moving to early learning and childcare settings.

Resource	Link
Continuous Professional Learning Modules	<a href="https://lms.learn.sssc.uk.com/course/view.php?id=50">https://lms.learn.sssc.uk.com/course/view.php?id=50</a>
Core skills	<a href="https://lms.learn.sssc.uk.com/course/view.php?id=38">https://lms.learn.sssc.uk.com/course/view.php?id=38</a>
Child development	<a href="https://learn.sssc.uk.com/apps/development/">https://learn.sssc.uk.com/apps/development/</a>
Scottish Government National Induction	<a href="https://lms.learn.sssc.uk.com/pluginfile.php/44/mod_resource/content/2/earlylearning.pdf">https://lms.learn.sssc.uk.com/pluginfile.php/44/mod_resource/content/2/earlylearning.pdf</a>
Health and Social Care Standards	<a href="https://hub.careinspectorate.com/national-policy-and-legislation/health-and-social-care-standards/">https://hub.careinspectorate.com/national-policy-and-legislation/health-and-social-care-standards/</a>
Directory of resources	<a href="https://hub.careinspectorate.com/resources/directory-of-continuous-professional-learning-for-early-learning-and-childcare/">https://hub.careinspectorate.com/resources/directory-of-continuous-professional-learning-for-early-learning-and-childcare/</a>
Building the ambition	<a href="https://education.gov.scot/improvement/learning-resources/building-the-ambition/">https://education.gov.scot/improvement/learning-resources/building-the-ambition/</a>
Realizing the ambition	<a href="https://education.gov.scot/improvement/learning-resources/realising-the-ambition/">https://education.gov.scot/improvement/learning-resources/realising-the-ambition/</a>

## Children's services

Resource	Link
Practitioner toolkit for developing effective relationships with vulnerable young people	<a href="https://www.actionforchildren.org.uk/media/3240/keeping_myself_safe_toolkit_final.pdf">https://www.actionforchildren.org.uk/media/3240/keeping_myself_safe_toolkit_final.pdf</a>
Caring for vulnerable children	<a href="https://www.celcis.org/training-and-events/events-pages/caring-vulnerable-children/">https://www.celcis.org/training-and-events/events-pages/caring-vulnerable-children/</a>
Transforming Psychological Trauma A handy guide about trauma	<a href="https://www.nes.scot.nhs.uk/media/3971582/nationaltraumatrainingframework.pdf">https://www.nes.scot.nhs.uk/media/3971582/nationaltraumatrainingframework.pdf</a>
Improving outcomes for children and young people	<a href="https://cycj.org.uk/wp-content/uploads/2019/06/LAUNCH-Preventing-offending-Improving-outcomes-for-children-and-young-people-June-2019.pdf">https://cycj.org.uk/wp-content/uploads/2019/06/LAUNCH-Preventing-offending-Improving-outcomes-for-children-and-young-people-June-2019.pdf</a>

## Adult services

Many of the resources between adult services and older people's services will cross over so please be sure to check both areas for information.

Resource	Link
Promoting Excellence Informed level videos	<a href="https://lms.learn.sssc.uk.com/course/view.php?id=41">https://lms.learn.sssc.uk.com/course/view.php?id=41</a>
Palliative and end of life care	<a href="https://lms.learn.sssc.uk.com/course/view.php?id=2">https://lms.learn.sssc.uk.com/course/view.php?id=2</a> <a href="https://www.badges.sssc.uk.com/view-all-badges/">https://www.badges.sssc.uk.com/view-all-badges/</a>
Making Better Decisions	<a href="https://lms.learn.sssc.uk.com/course/view.php?id=15">https://lms.learn.sssc.uk.com/course/view.php?id=15</a>
Learning disabilities	<a href="https://hub.careinspectorate.com/">https://hub.careinspectorate.com/</a>
Mental health	<a href="https://hub.careinspectorate.com/">https://hub.careinspectorate.com/</a>
Equal Partners in Care	<a href="https://lms.learn.sssc.uk.com/course/view.php?id=48">https://lms.learn.sssc.uk.com/course/view.php?id=48</a>

## Older people's services

Many of the resources between adult services and older people's services will cross over so please be sure to check both areas for information.

Resource	Link
Promoting Excellence Informed level videos	<a href="https://lms.learn.sssc.uk/course/view.php?id=41">https://lms.learn.sssc.uk/course/view.php?id=41</a>
Palliative and end of life care	<a href="https://lms.learn.sssc.uk/course/view.php?id=2">https://lms.learn.sssc.uk/course/view.php?id=2</a> <a href="https://www.badges.sssc.uk.com/view-all-badges/">https://www.badges.sssc.uk.com/view-all-badges/</a>
Equal Partners in Care	<a href="https://lms.learn.sssc.uk/course/view.php?id=48">https://lms.learn.sssc.uk/course/view.php?id=48</a>

## Criminal justice services

Resource	Link
Supporting improvements in youth justice	<a href="https://www.cycj.org.uk/">https://www.cycj.org.uk/</a>
Improving outcomes for children and young People	<a href="https://cycj.org.uk/wp-content/uploads/2019/06/LAUNCH-Preventing-offending-Improving-outcomes-for-children-and-young-people-June-2019.pdf">https://cycj.org.uk/wp-content/uploads/2019/06/LAUNCH-Preventing-offending-Improving-outcomes-for-children-and-young-people-June-2019.pdf</a>
Community Justice Scotland	<a href="https://communityjustice.scot/">https://communityjustice.scot/</a>