

Training your staff during the Covid-19 crisis – guidance for adult social care providers

We understand that social care providers are under immense pressure to continue providing care and support for our most vulnerable people, as well as protecting the health and wellbeing of the workforce. Quality care can only be achieved through having a skilled and competent workforce in place, but we appreciate that, at this time, keeping staff up to date with their training requirements and recommendations is simply not possible.

With this in mind, we have reviewed the information we provide in our [Guide to Developing Your Staff](#) to provide timely and relevant advice on what training and refresher training remains relevant at this time.

This is not to say that other training opportunities *shouldn't* take place. Your workforce still needs to provide person-centred care and support and be able to meet the diverse needs of the individuals they support. Where workers are not behaving in this way, action must still be taken to guarantee the well-being of people accessing care and support.

Some Awarding Organisations are extending accredited certificates held by workers that are due to expire shortly e.g. First Aid at Work. We recommend, if you think this may apply to any of your workers, that you contact your Awarding organisation. Details of this organisation can be found on the certificate.

During this period, we remind you to stop face to face training and to use digital solutions only.

Assisting and moving people	Workers who need to assist and move people are required to be trained in such tasks. Annual refresher courses can be undertaken online, and observations of competence can be carried out physically in the same room by suitably skilled managers or virtually by a qualified trainer using video conferencing. If workers are not deemed competent, additional training will be required and this can be done virtually.
Basic life support and First Aid	Organisations must provide adequate personnel to respond if someone is taken ill or injured. Training should therefore continue in order to ensure enough staff remain competent to manage such situations. It is your decision, as an employer, how many staff are required to complete training. First Aid must be refreshed every 3 years for the worker to be considered competent. We recommend workers refresh their basic life support training at least annually and this can be completed online. The Resuscitation Council UK have released specific Covid-19 guidance including specific

	<p>guidance on CPR and resuscitation which we recommend all workers are familiarised with.</p>
Fire safety	<p>Workers must understand how to promote fire safety and organisations have a responsibility to ensure staff know how to respond if a fire were to break out. Annual refresher courses can be undertaken online, and observations of competence can be carried out physically in the same room by suitably skilled managers or virtually by a qualified trainer using video conferencing.</p> <p>If workers are not deemed competent, additional training will be required and this can be done virtually.</p>
Food safety	<p>All workers involved in the preparation or provision of food are required, by law, to have received appropriate training. Three-yearly refresher courses and courses for new workers can be undertaken online, and observations of competence can be carried out physically in the same room by suitably skilled managers or virtually by a qualified trainer using video conferencing.</p>
Health and safety awareness	<p>Employers are required to provide health and safety awareness training; this includes moving and handling objects. Annual refresher courses can be undertaken online, and observations of competence can be carried out physically in the same room by suitably skilled managers or virtually by a qualified trainer using video conferencing.</p> <p>If workers are not deemed competent, additional training will be required and this can be done virtually.</p>
Infection prevention and control	<p>Due to the current public health situation, employers must ensure that all staff are trained, including in the use of PPE, personal hygiene and hand washing. Annual refresher courses can be undertaken online, and observations of competence can be carried out physically in the same room by suitably skilled managers or virtually by a qualified trainer using video conferencing. Managers must monitor practices and address any concerns immediately. There are a number of digital learning resources available *insert link here*</p>
Medication management	<p>Workers must be able to administer medication safely and understand their role in the administration of medication – including if they are not allowed to. They must not be allowed to administer any medication without being signed off as competent. Annual competency assessments must continue. If there are any concerns about a worker's competence, they must cease medication</p>

	activity until they have undertaken additional training and are deemed competent once more. Training can be delivered online.
Safeguarding adults	Workers must be able to recognise and report abuse and reduce the risk of abuse occurring. Workers may need additional training in how to safeguard individuals when isolating. Annual refresher courses can be undertaken online, and observations of competence can be carried out physically in the same room by suitably skilled managers or virtually by a qualified trainer using video conferencing. If workers are not deemed competent, additional training will be required and this can be done virtually.

Supporting statement from Kate Terroni, Chief Inspector of Adult Social Care, CQC:

“We welcome the new guidance from Skills for Care on training staff during the COVID-19 crisis. We recognise that at this time providers will be prioritising providing care to people and that this may mean that training will be delayed. However, providers should make every effort to ensure that staff are competent, confident and skilled in providing safe care to the people using their service.

We understand the pressures that providers are facing and the difficult choices it may require them to make. We want to support providers in whatever way we can during this crisis period. We are on your side: we are here to work with you, to listen to you, and to support you with the inevitable tough decisions you will face”.