

Central  
Bedfordshire

**great**  
people

# **Welcome to Central Bedfordshire Council**

## **Induction Pack**

for Care, Support and Quality Improvement

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Service	Care and Support Services		
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**A welcome message from  
Head of Care and Support Services,  
Amy Thulbourne**

**Find your  
greatness**  
- work at Central  
Bedfordshire Council



Our vision is to be there for you. We will recognise you as an individual personality with your own uniqueness, character & life experiences.

We will give you your freedom to walk your own journey.

However, you say it, we will listen.

We aim for you to only have to tell your story once; one time, one story, one journey.

Pushing boundaries & breaking down barriers to enrich your life. We will be there for you, to promote & celebrate your continued successes.

Welcome to Central Bedfordshire Council's Care, Support and Quality Improvement, we are pleased that you have decided to join our team 😊

Our mantra in Care, Support and Quality improvement is 'we are a guest in people's lives, they are not a guest in our services'.

I hope this sentiment resonates with you as it is very important to me that we provide values-based services with people at the forefront of decision making and determining the support they require or receive.

In turn for your commitment to caring with kindness we will offer good development opportunities and support to progress your career in a variety of directions depending on your individual aspirations.

Within Care, Support and Quality Improvement we have a variety of services and opportunities that you can experience, we actively support a learning culture and value the breadth of experience and knowledge each new starter brings to us to support us to continuously improve ourselves.

I look forward to meeting you soon in your new role.

Amy Thulbourne

Head of Care and Support Services

## About Central Bedfordshire

Central Bedfordshire's population is 294,300, according to the 2021 Census. This was published by the Office for National Statistics in June 2022. The area is diverse with picturesque villages, hamlets, and historic market towns and is a highly desirable place to both live and work.

For the most up to date social and demographic information about Central Bedfordshire visit the ["Key Facts and Figures"](#) document available on the statistics and census information page on our website at [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk).



## Working together to find your greatness

Welcome to your new role within Adult Social Care in Central Bedfordshire Council.

We are pleased that you have decided to join our service and hope that your employment with us will be rewarding and fulfilling.

This document is designed to be read and completed in conjunction with the CBC Corporate Induction located on the HR and learning and development portal on SuccessFactors.

This document aims to provide you with a localised induction plan, highlight what you should expect to achieve and provide important information and links which you should ensure you read and familiarise yourself with.

Your induction and development programme will be tailored to your individual situation and previous experience.

## What is Adult Social Care?

[Adult Social Care](#) Service is responsible for ensuring that those who are most vulnerable receive the right level of support they require to meet their needs and that they are safeguarded. Support is provided to people predominantly aged 18 and over to enable them to maintain their independence and dignity.

Adult social care is a broad term which includes preventive services, assessment and care management, nursing and residential homes, community services (home care, day care, meals), [reablement](#) to prevent hospital admission or enable continued independence, [intermediate care](#) (after a spell in hospital), supported and other accommodation, personal budgets and [direct payments](#) to people who use services, safeguarding, and the provision of equipment.

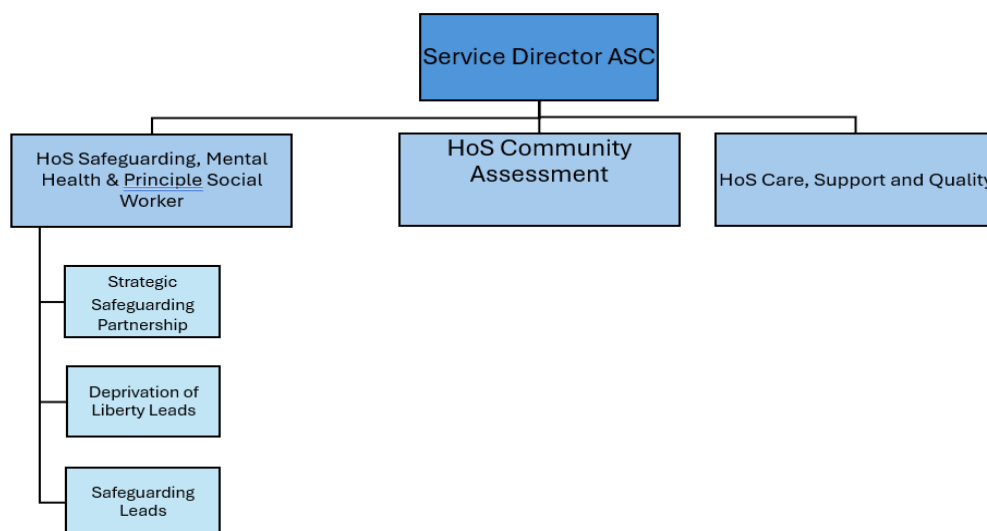


Diagram of Central Bedfordshire Adult Social Care.

You can view the council's organisational chart on success factors to see where your role and Care and Support services are positioned within the wider council.

## Who is Care, Support and Quality Improvement?

Care, Support and Quality Improvement aren't just care homes and home care or helping people leave hospital. It is more than just getting a service. It is about supporting people to maintain and improve their independence, wellbeing and living fulfilling lives. We put people at the heart of all we do, whilst protecting people in vulnerable situations and meeting a variety of care and support needs of adults across Central Bedfordshire.

Care, Support and Quality Improvement currently incorporates the following teams.

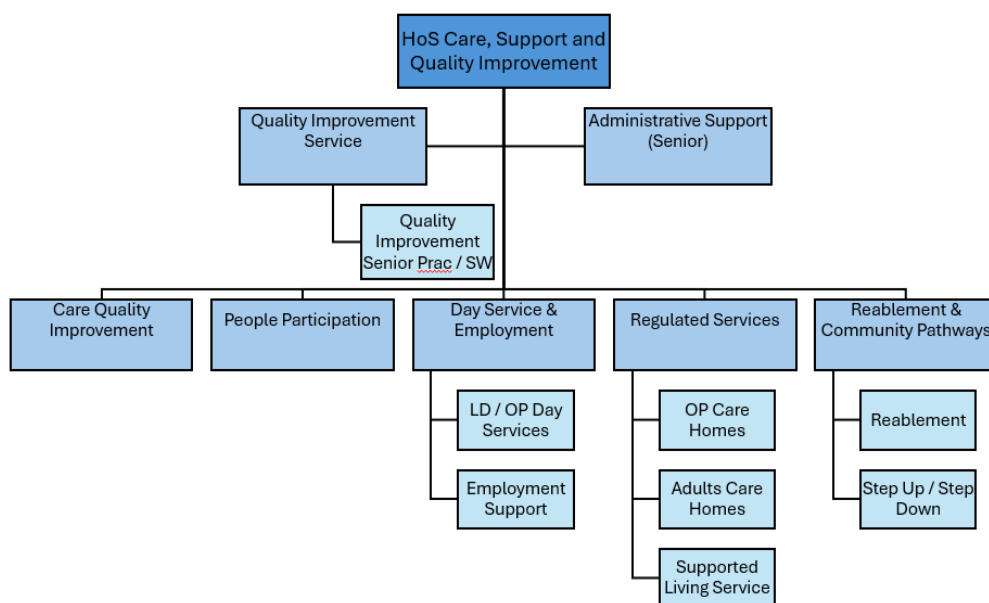


Diagram of the Care, Support and Quality Improvement

## Reablement and Community Pathways

### Community Reablement

Reablement provides short term (usually up to 6 weeks) community (in a person's home) support to enable people to return to their homes following a stay in hospital.

The service helps adults regain, maintain or develop skills and capabilities in daily living in their own homes. The services support the independence and wellbeing of people whilst removing or minimise the need for ongoing care and support.



### Step Up / Step Down Units: Beech Close and Evergreen Units



The Step-Up Service provides rehabilitation and reablement support to people from the community who have an identified increase in care and support needs where a period in the step-up step-down service would enable them to increase their independence to enable them to return home independently or avoid hospital admissions.



The Step-Down Service provides rehabilitation / reablement support to people to maximise their independence allowing them to leave an acute hospital setting with a view to returning home.

## Learning Disabilities and Day Services

### Supported Living Service

The Supported Living Service offers care and support to up to 22 vulnerable people with additional needs to live as independently as possible as a tenant in their own flat within their local community.

The service is provided within three key locations across Central Bedfordshire, those being High Street (Sandy), Walkers Close (Shefford), and Frogmore Road (Houghton Regis).

### Linsell House, Residential Care Home

Is a residential home for up to 12 people with profound and multiple disabilities. Linsell House also offers a four bedded respite service (short term solution to give [carers a break](#)).



### Learning Disabilities Day Services



There are three day services that support adults with learning disabilities, including those who have profound and multiple learning disabilities. One of the centres, Silsoe Horticultural Centre has a key focus of supporting individuals to acquire the necessary horticultural / catering skills and knowledge to prepare them to move on into paid employment.

## Older People Services

### Residential care homes

There are currently three council owned care homes that provide accommodation and personal care for people who need extra support in their daily lives. Our residential care homes provide a comfortable, secure, and a happy home for each person residing there.



### Respite care:

Respite care is short term solution to give [carers a break](#). This service is also available in care homes and is considered by [referral](#).

### Older People Day Services

There are four day services that support older people, they offer a range of centre-based activities for people including arts and crafts, culture, and music sessions.



Care and Support Services is committed to working closely with people and partners in meeting the needs of the person.

## Relevant internet pages

<a href="#">Adults and Older People (Central Bedfordshire Council)</a>	<a href="#">Preparing for Adulthood (Central Bedfordshire Council)</a>
<a href="#">Nursing and Residential Homes (Central Bedfordshire Council)</a>	<a href="#">Reablement (Central Bedfordshire Council)</a>
<a href="#">Planning for your Future (Central Bedfordshire Council)</a>	<a href="#">Adults with a Disability (Central Bedfordshire Council)</a>
<a href="#">Adults with a Physical Disability (Central Bedfordshire Council)</a>	

## Our vision for Adult Social Care



Helping people to help themselves by making personalisation real.

Delivering care, support, and services involves practitioners working with people in a strengths-based, person-centred way across many partnerships, offering, encouraging, and engaging with people in making informed choices about their lives and how their care and support needs might be met.

## Care, Support and Quality Improvement values and principles

Care and support services have created and adopted the following local 'I statements' based on the values of think local act personal.

Care and Support Services are committed to ensuring a person-centred approach is at the heart of working with vulnerable adults and their carers in Central Bedfordshire.

- I can live the life I want and do the things that are important to me as independently as possible.
- I am treated with respect and dignity.
- I feel safe and am supported to understand and manage any risks.
- I am supported to manage my health in a way that makes sense to me.
- I have people in my life who care about me- family, friends, and people in my community.
- I am valued for the contribution I make to my community.
- I have a place that I can call home, not just a bed or somewhere that provides me care.
- I live in a home which is accessible and designed so that I can be as independent as possible.



## Care & Support Values.



## Induction and mandatory training.



The Council is committed to all new employees receiving a good quality induction. To achieve this, the Council delivers a range of induction activities that you will be involved in to give you a wider knowledge of the Council and greater understanding of how it works.

Your Induction is designed to be as interactive and participatory as possible.



The corporate Induction pack will be completed over the first few weeks of your employment. The pack can be completed electronically so you can save a copy and sign elements off as your manager or peers explain them.

There are key policies and procedures covered within the corporate induction that you will be asked to read during induction. Where relevant, check with your supervisor what the local arrangements are. An example would be lone working arrangements which may vary depending on your place of work/team.

In addition to the corporate induction, there are several mandatory e-learning modules that your manager will advise you to complete as part of your induction.

This induction document is intended to supplement the corporate process and provide additional localised knowledge, information, and a timetable to support your first few weeks.



As a part of your induction, you will be required to complete the Care Certificate. The care certificate is transferable, if you have already completed the care certificate you will need to provide proof of completion. You only need to do the learning once; we will use the competency assessment tool to show competence in the workplace.

The Care Certificate is a framework of (minimum) induction standards (developed by Skills for Care) which all workers who are new to health and social care roles are required to meet before they are considered suitable and competent to work without supervision. Successful completion of the Care Certificate should ensure that the worker has the required values, behaviours, knowledge, and skills to provide high quality, compassionate care. There are 15 standards that make up the Care Certificate: each standard comprising both knowledge and practical competency outcomes.

Central Bedfordshire Council promotes and support a culture of ongoing learning and reflection. As part of your probation/induction you will have the opportunity to shadow colleagues completing tasks relevant to your role and in turn reciprocal shadowing may take place.



Learning and development, mandatory and non-mandatory training specific to your role, will be discussed during the first days of induction and an individual action plan created. Further information on learning and development can be found on success factors portal.

### **Additional Relevant Information:**

In addition, you should also familiarise yourself with the following documents to broaden your understanding of the expectations associated with your employment:

- [Conditions of service - intranet \(centralbedfordshire.gov.uk\)](https://centralbedfordshire.gov.uk) (F5 needed)
- [Part 5C - Officers Code of Conduct.pdf](#)
- [Social media - intranet \(centralbedfordshire.gov.uk\)](https://centralbedfordshire.gov.uk) (F5 needed)
- [Guidance on the Code of Conduct for support workers \(skillsforcare.org.uk\)](https://skillsforcare.org.uk)
- [Code of Conduct \(skillsforcare.org.uk\)](https://skillsforcare.org.uk)

## Being valued and SCHH staff awards

We recognise that valuing the workforce is vital to service delivery and service excellence for people we support.



Being valued outlines how senior management pledge to value, understand and have a regular presence and conversation within the directorate.

We adopt a culture of continuous improvement and learning, valuing the use of supervision and regular reflection. In addition, annually we hold the SCHH staff awards ceremony. The ceremony recognises the achievements and successes of our workforce.



## Supervision



You can expect to receive regular 1-1 supervision sessions with a qualified supervisor.

During supervision you can expect support, opportunities to reflect and discuss practice, ongoing discussion relating to professional development and lastly raise and address any issues which may arise.

You will meet with your line manager for 1-1 supervision sessions once a week during the first four weeks in your new role. After this, you and your line manager will agree who will supervise you and how often to meet for 1-1 supervision sessions in future. Usually, supervision sessions take place once every four or six weeks.

You'll have regular meetings with your manager to make sure you fully understand what you need to achieve and by when so you can contribute effectively towards meeting the objectives and priorities for the organisation, your service area, your team, and your role.

## Probationary period

The Council has a probationary period policy which applies to all new employees.

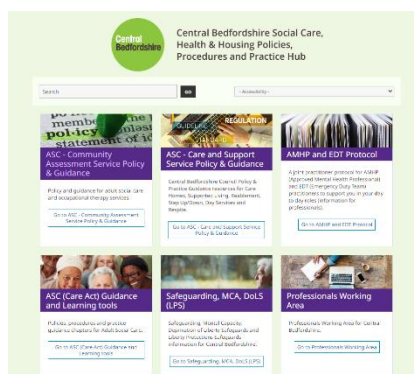
The probationary period does not apply to existing Council employees moving to a new role, though these employees remain subject to the standards of the policy.

Your manager will discuss the probationary period with you when your probationary review meetings take place and what you are expected to achieve during probation.

In line with promoting learning and reflection as part of your probation and induction you will have the opportunity to shadow colleagues completing tasks relevant to your role.

On completion of your probationary period, you will meet with your manager and discuss your experiences to date and future aspirations.

## Adult Social Care (ASC) operational policies, procedures, documents, and best practice guidance



ASC procedures, documents and practice guidance are located on our bespoke policy hub.

[ASC – Care & Support Service Policy and Guidance – Central Bedfordshire APPP Resource \(centralbedsapp.co.uk\)](https://centralbedsapp.co.uk)

There are a number of key policies which you will need to be aware of, that are relevant to your role listed in the [induction section](#) of the hub.

You will use the information contained on these pages throughout your work in adult social care, so it is good to begin

familiarising yourself with them straightaway during induction.

Information on the Care Act and its implications on your practice can be found on the hub. You will also find information and guidance on other areas of legislation relevant to your practice and links to useful and necessary documents to assist your daily practice.

The following chapters have e-practice quizzes at the end, which you can complete to test your understanding of the chapter and provide evidence for your CPD. Quick Reads and Audios are short versions of key chapters in this APPP. You can read the Quick Read or listen to the Audio (which also has subtitles).

Please click on the title/s below that you are interested in.

e-Practice Quiz	
<a href="#">Adult Safeguarding</a>	<a href="#">Assessment</a>
<a href="#">Care and Support Planning</a>	<a href="#">Data Protection Act: Legislation and Practice</a>
<a href="#">Deprivation of Liberty Safeguards</a>	<a href="#">Direct Payments</a>
<a href="#">Independent Advocacy (Mental Capacity)</a>	<a href="#">Information Sharing and Confidentiality</a>
<a href="#">Making Safeguarding Personal</a>	<a href="#">Mental Capacity</a>
<a href="#">Personalisation</a>	<a href="#">Preventing, Reducing or Delaying Needs</a>
<a href="#">Promoting Wellbeing</a>	<a href="#">Review of Care and Support Plans</a>
<a href="#">Transition to Adult Care and Support</a>	
Quick Reads and Audios	
<a href="#">Adult Safeguarding</a>	<a href="#">Assessment</a>
<a href="#">Care and Support Planning</a>	<a href="#">Charging and Financial Assessment</a>
<a href="#">Data Protection</a>	<a href="#">Deprivation of Liberty Safeguards</a>
<a href="#">Direct Payments</a>	<a href="#">Eligibility</a>

<a href="#">Independent Advocacy</a>	<a href="#">Information and Advice</a>
<a href="#">Information Sharing</a>	<a href="#">Mental Capacity</a>
<a href="#">Ordinary Residence</a>	<a href="#">Preventing, Reducing or Delaying Needs</a>
<a href="#">Promoting Wellbeing</a>	<a href="#">Review of Care and Support Plans</a>
<a href="#">The Care Act 2014</a>	<a href="#">Transition to Adult Care and Support</a>
<b>Relevant Chapters</b>	
<a href="#">Person's Care and Support Pathway</a>	<a href="#">Case Management</a>
<a href="#">Reablement</a>	<a href="#">Community Assessment Service</a>
<a href="#">Occupational Therapy</a>	<a href="#">Providing Culturally Appropriate Care</a>

These pages are regularly updated in accordance with case law and legislation updates so make sure you register for alerts when new information and best practice advice from local and national sources is uploaded.

## Electronic social care recording

Central Bedfordshire currently uses person centred software to record the various interactions we have with people who use our services.

Staff use a handheld device to select the person quickly and easily which they are with during their shift by tapping on their profile photo. Using relevant, personalised icons, staff can evidence the care they are giving.

This information creates a care note, staff are able to add more detail if they wish, ensuring care notes are person-centred.

Care notes created through the device automatically update charts, reports, care plans and many other features in real-time throughout the digital care planning system.

Managers have oversight of critical information covering care plans, risk assessments, daily records and charts, as well as information for audit purposes and inspections.

Ongoing advice and support are available, your manager will advise you which colleagues you can approach with any queries you have.

It's important that you advise your supervisor or manager of anything you are unsure of when using the system.

## Technology Enabled Care (TEC)

There are many types of TEC available to help support our community to remain living safely, comfortably, and independently in their home. Equipment can range from activity monitors and medication reminders to personal alarms and much more.



The ASC Policy Hub TEC section can be accessed via the link [here](#).

This includes the following support documents:

- Practitioner Brief
- CBC TEC Matrix
- ITEC FAQ's
- Customer Leaflet & VAT Form



[AI TEC Training Programme](#) is suitable for anyone involved in the assessment and support of individuals who may benefit from the prescription of Technology Enabled Care (TEC). If your role requires you to prescribe TEC, please go to your Success Factors homepage and click on 'take courses.' The AITEC training will be available as a program on your learning plan, for you to complete online.

If you have any TEC questions, please contact [IntegratingTEC@centralbedfordshire.gov.uk](mailto:IntegratingTEC@centralbedfordshire.gov.uk)

## Directorate and local networking



The [Social Care Health and Housing](#) page provides an overview of the directorate, functions delivered and key values. You will become familiar with the different service areas as you settle into your role.

During induction you will have opportunities to meet and speak with relevant departments and teams that will be crucial to everyday practice. We actively encourage incorporating networking opportunities across Care and Support services and the wider directorate into your induction programme.

An example of teams, partners, and their respective functions you should make yourself aware of during induction would be:

### Adult Safeguarding

- The Council takes its safeguarding responsibilities seriously and is committed to dealing with all aspects of abuse.
- ASC has a safeguarding team who are the central point for safeguarding referrals. The team is responsible for decision making and coordinating appropriate and proportionate responses to information received.
- Staff working with adults and older people across Central Bedfordshire will need to familiarise themselves with the Council's Safeguarding Adults policy guidance and procedures created in line with local and national standards.



The safeguarding policy and can be located on the Bedfordshire Safeguarding Adults Policy and Procedures hub - [Welcome and Introduction \(trixonline.co.uk\)](#)



## **Community Assessment Service**

Community Assessment Services role is to support the well-being of adults and communities across Central Bedfordshire. The service is committed to working closely with people and partners in meeting the needs of its residents. Social care practitioners, act as assessors and enabler's signposting people to a wide range of advice, support and services designed to support people to maintain and improve their independence, enable them to engage in their local community, protect them in vulnerable situations and meet a variety of eligible assessed care and support needs.

## **Policy and Performance**

Providing policy and practice guidance for the directorate. Performance colleagues assist with governance and reporting arrangements across the directorate to ensure compliance with national and local key performance indicators.

Policy and performance colleagues support continuous improvement agendas across the service. Ask your manager and colleagues about how performance impacts on your role and the importance of data quality and recording.

## **Learning and Development**

Supporting frontline practice with development, continuous improvement, and a robust learning culture.

Our L&D Strategy outlines the scope of formal and informal learning opportunities available. Courses including a range of safeguarding courses intended to enable supporting vulnerable people and best practice, dementia, end of life, autism and other relevant key drivers within health and social care.

We provide various opportunities for you to develop throughout your time in CBC. We have a range of Apprenticeships from Level 2 (GCSE standard) right through to Level 6 (Social Worker & Occupational Therapist Degrees) and Level 7 (Post Graduate programmes). We offer Champion, Mentor and Train the Trainer courses plus various Leadership Programmes. We work with you and your line managers to find the best opportunities for you and the service. Please get in contact with the Learning & Development team to find out more.

We also stress the importance of joint working and learning from partners and colleagues and encourage learning circles and reflective practice to support practice improvement. Ask your colleagues to explain the Success Factors system to book training.

## **Housing**

Housing work with a wide variety of partners across statutory services and the community and voluntary sector. Ask your colleagues about key developments within housing and useful contacts and sources of advice and support that can assist people and your daily practice.

## **ELFT (East London Foundation Trust) MH and Health Partners**

Providing both mental health and community health clinical support to people across the borough. You will work alongside health colleagues on a regular basis to ensure positive outcomes for people. Ask your colleagues about key contacts and local service delivery arrangements.

## Other support arrangements

Your line manager is not your only means of support during induction, the table below includes details of other staff who can provide you with help and support when your line manager is not available.

Staff member	Position
	Registered/ Team Manager
	Senior/ Team Leader
	Induction Mentor/ Buddy
	Any other support

## Induction timetable

Your new team has planned some of your induction prior to your start as detailed below. Your line manager will keep your induction experience under review to ensure induction is appropriate and meets your individual needs.

WEEK ONE TIMETABLE		
WEEK 1	A/M	P/M
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

## Agenda for Week One

- Induction Meeting with Line Manager
- Arrange/complete in-house training you have agreed with your manager
- IT/SuccessFactors Introduction
- Office Equipment Induction
- E-Learning (E-Induction)
- Attend pre booked appointments to meet colleagues and other parts of the service.  
Arrange additional visits agreed with your line manager.

## Reflective Account

First impressions are important. To continue our journey towards an excellent service we aim to capture employees' views and experiences within their probation period. This will support us to shape future inductions for employees and more importantly improve on our current service.

Your reflective accounts will be discussed in your supervisions and used as a supportive tool to highlight further learning development for you.

Tell us what you have learnt? And any additional support or information you may need?

## Reader Confirmation:

### Reader Confirmation

Please click the link below to complete the reader confirmation form. This form is to verify that you have read and understood the contents of this document:

[ASC Policy Reader Confirmation Form](#)

## Useful contacts

All phone numbers and email addresses can be located on the outlook email global directory.

Senior Management	
Service Director Adult Social Care	Stuart Mitchelmore
Head of Service Care, Support and Quality Improvement	Amy Thulbourne
Operational Manager Reablement and Community Pathways	Anthony Prior
Operational Managers Regulated Services	Natalie Manningham
Day Opportunities and Employment Service	Lisa Staples
Quality Improvement Service Manager	Daniel Baker
Team Managers	
Community Reablement	Charlotte Ferrari
Step- Up Step-Down	Sarah Milton
Allison House Residential Care	Geraldine Smith
Ferndale Residential Care	Suzanne Peters
Westlands Residential Care	Anna – Maria Johnson-Brown
Linsell House Residential Care	James McElhinney
Silsoe Horticultural Centre	Deborah Townson
Supported Living Service	Suzanne Peters

Beehive Day Service/ Biggleswade Day Service	Lisa Staples
Houghton Regis Day Service/ Leighton Buzzard Day Service	Mark Edmunds
Townsend Day Service/ Biggleswade Adult Centre	Rebekah Tunster
Employment Support Team	Natalie Quin
Care Quality Improvement Officer	Bethan Harris
People Participation Lead	Caroline Tate / Georgia Ritchie
People Participation Officer	Rachael Maskery
Learning and Development Trainer	Melanie White

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**Please recycle me!**

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