

## The Totton College Award for Training & Development

# Burley's Home Care Services

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Burley's Home Care Services is a domiciliary care company based in Ringwood that provides personal and domestic care to people in the community within their own homes.

The company is committed to a high level of staff training (both in house and externally) in order to develop staff skills and meet with regulatory requirements. All staff are expected to undertake an NVQ Level 2 training programme, beyond this NVQ level 3 is also available. Other training programmes undertaken include First Aid Awareness, Health and Safety, Moving and Handling and Medication.



A programme of 'train the trainer' has recently begun which allows the company to reduce future training costs as well as ensuring the quality of training delivery. Whilst this is focussing on Infection Control at present, it is hoped this can be expanded in the near future.



A comprehensive staff supervision system has been developed which contains the eight major functions of care. This system focuses areas including managing, quality assurance, medication, welfare, safeguarding risk and assessment. All carers are supervised every

three months and have annual appraisals together with ongoing training to include specialist needs.

The business recognises the importance of this regular supervision both for carer and also to evaluate the performance and achievement of Burley's Homecare Services' goals. All new staff are given a full induction and then follow work shadow for a period of time.



