

Recommended
Induction Programme
For Community Nursery Nurses



Unite / Community Practitioner and Health Visitors Association



November 2007

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Foreword

During 2007 the Unite/CPHVA Community Nursery Nurses Forum came together to produce an induction programme for community nursery nurses working within the health visiting service. The forum consists of community nursery nurses with a range of experience in their respective roles. Consultation with colleagues was undertaken which helped formulate the final document.

The Induction Programme was developed in response to an acknowledged service need. The aim of the document is to provide a template for an universal induction programme for CNNs. It is envisaged that this programme will provide a reference point for new and experienced community nursery nurses, health visitors, NHS managers, human resources personnel and other professionals.

Induction is an important start in someone's working life and, if done well, can enhance the quality of the service, improve retention of staff and provide job satisfaction.

CNN Forum members

Unite/CPHVA

Introduction

This Induction Programme is to enable Community Nursery Nurses (CNNs), their line managers and their employing organisation to understand what activities, policies and issues could be included in an induction programme specifically for CNNs. This should also be used with the Unite/CPHVA Competency Framework and Best Practice Guidelines for CNNs.

The number of induction activities undertaken will vary depending on the CNN's job description, the hours they will work, the CNNs previous experience, the locality the CNN is working in and the local policies and induction procedures.

Pre Employment

It is essential that the Human Resources Department and the new CNN's line manager have knowledge of the relevant qualifications necessary for a person to be employed as a Community Nursery Nurse.

(Appendix 1. CNN Educational Standards for Practice).

The Qualification and Curriculum Authority (QCA) recommend these qualifications as they have the necessary theoretical and practical training in child development. Ensure that the job description has been agreed with the team and is within the scope of practice of a CNN. (The Unite/CPHVA Voluntary Code of Conduct, November 2007; Version 2 and the Competency Framework and Professional Guidelines for CNNs, October 2006).

The interview panel should include an experienced CNN who will be able to advise on the suitability of the candidates.

Induction

When a new member of staff starts work in the organisation or even a new locality the experience can be overwhelming for them as some may not have previously worked in community health services. It is essential that the new person has every opportunity to settle, to enable them to be a fully functional member of the team as soon as possible. This requires thought and planning by the new person's line manager and the team they will work with.

- **The planning phase – pre start date**
 - a) Have knowledge of the person's previous experience and where they have worked.
 - b) Allocate time to put together documentation required to enable the new person to undertake their job effectively. This may include:
 - The key local policies
 - Travel claims procedure and collection system
 - Car lease scheme
 - A new diary
 - Map with the main work areas/buildings identified
 - List of colleagues' names and contact details
 - Organisational plan/structure
 - An outline induction timetable. (Appendix 2: Sample Blank Induction Timetable)
 - c) Establish who is going to support/mentor the new person
 - d) Establish who the CNN will be working with and who will be the designated line manager. This is important when the CNN may be working with a number of health visitors
 - e) Ensure that the office, desk space and equipment are prepared
 - f) Ensure that someone will be available to welcome them.

- **The first day**

- a) The named person welcomes the new CNN and introduces them to colleagues in the office and other appropriate people in the building
- b) They are shown around the building, identifying the facilities and fire exits
- c) The induction pack is reviewed and the immediate activities agreed and the induction timetable started
- d) If the Human Resources/training department induction programme is not available for a few weeks then many of the issues listed in the training sections below will need to be discussed
- e) The identification photo is arranged
- f) Arrange for a tour of the locality to identify the main premises that the CNN will be using/visiting.

- **The induction phase**

- a) There is no specific timetable to complete all of the induction requirements. However, it seems logical that some activities should be carried out as soon as possible, and others can be completed at a later date
- b) Induction should include shadowing as many different colleagues as possible
- c) Mentorship should be provided by either an experienced CNN or a Nursing and Midwifery Council (NMC) registrant, usually a health visitor with an understanding of the role and requirements of CNNs. Some areas have both a CNN mentor and a health visitor mentor
- d) The mentor should also have good communication skills, be able to assess the CNN's abilities, build on their strengths, identify development needs and skills required to undertake the job effectively
- e) The mentor should be able to guide the CNN to the relevant experiences and training establishments and provide support and advice when necessary
- f) Ensure authorisation to the IT systems has been established
- g) An ID badge is produced.

- **Review**

- a) Induction is the beginning of an ongoing process
- b) There should be regular discussions between the NMC registrant and the CNN to review the delegated work and the client outcomes.
Local policies need to be followed
- c) When new work or experiences present themselves, ensure that the CNN is fully inducted into the requirements of the job.
Eg: working in Children and Family Centres
- d) Personal Development Plans should be commenced within one year of starting the new job and should include the CNN's strengths and development needs. This should be part of the appraisal process and in line with the Knowledge and Skills Framework (KSF) for the foundation gateway for CNNs.

The Process

- Most NHS employers have Human Resources (HR) induction days that embrace many of the key topic areas. This is a working document, please add your own and local requirements, or use this to influence local induction procedures.
- This induction and developmental programme is in line with achieving the KSF foundation gateway for CNNs.
- Please use in conjunction with the Competency Framework and Best Practice Guidelines for Community Nursery Nurses. (Amicus/CPHVA, October 2006).



| Type of training | Training topics/areas | Acquiring the knowledge and skills | Date observed/acquired. Signature of assessor, designation and date |
|----------------------------------|--|--|--|
| Essential training. Section 1 | <ul style="list-style-type: none"> • Health & Safety • Fire Safety • Moving and Handling • Control of Substances Hazardous to Health (COSHH) • Caldicott/confidentiality • Safeguarding Children Level 1 (awareness) • Equality and Diversity • Organisational framework/structures • Terms and Conditions • Pay and travel claims • Fraud • Occupational health • Professional organisations/unions. | <p>Most organisations provide regular HR induction courses which are likely to include those topics in Section 1.</p> <p>This training should be undertaken as soon as possible after commencing employment.</p> <p>You may wish to discuss some of these issues with your colleagues and mentor to re-enforce the messages.</p> | |

| Type of training | Training topics/areas | Acquiring the knowledge and skills | Date observed/acquired. Signature of assessor, designation and date |
|---------------------------------|--|---|--|
| Essential training Section 2 | <ul style="list-style-type: none"> • Basic life support – adult • Basic life support – paediatric • Lone worker training/ Personal safety • Clinical Governance and Risk Management • Complaints procedure • Clinical supervision • Infection Control • IT system familiarisation • Record keeping and documentation. | Some of the topics in Section 2 will require formal training; others will be provided by colleagues and/or your mentor. | |

| Type of training | Training topics/areas | Acquiring the knowledge and skills | Date observed/acquired. Signature of assessor, designation and date |
|--|--|--|--|
| Professional induction and/or training | <ul style="list-style-type: none"> • Accountability and responsibility framework • Organisational communication structures and methods • Home visiting with a variety of different families • Child Health Clinic management • Local management/ advice on infant nutrition and food management | <p>With the NMC registrant/line manager discuss local protocols, policies and guidelines. Unite/CPHVA Voluntary Code of Conduct and Professional Guidelines (2007) Attend Safeguarding Attend</p> <p>With the mentor/colleague</p> <p>Shadowing as many health visitors, CNNs and other colleagues as possible</p> <p>Shadow at a number of different clinics followed by discussion with the mentor and colleagues</p> <p>Read the local policy. Listen when visiting with colleagues. Access dietetic services for formal training</p> | |

| Type of training | Training topics/areas | Acquiring the knowledge and skills | Date observed/acquired. Signature of assessor, designation and date |
|-------------------------|---|--|--|
| | <ul style="list-style-type: none"> • Accident prevention and child safety • Safeguarding Children Level II & III • Domestic violence awareness training • Hygiene and food handling • Postnatal depression (PND) awareness • Clinical supervision/ reflective practice. | <p>Read the local A&E accident prevention & intervention policy. Shadow the health visitor/ paediatric liaison service</p> <p>Attend Safeguarding children level II & III training</p> <p>Discuss the local procedures with the mentor and attend domestic violence awareness training</p> <p>Read the Infection Control and Food Handling Policy. Be shown effective hygiene and equipment cleansing techniques. Attend the Food Handling training before undertaking food/milk preparations</p> <p>Discuss with the mentor and colleagues the policy on PND and the CNN's role</p> <p>Establish access to this, either as a group member or one to one. Discuss with your mentor the expectations of a supervisee.</p> | |

| Type of training | Training topics/areas | Acquiring the knowledge and skills | Date observed/acquired. Signature of assessor, designation and date |
|-------------------------|--|---|--|
| Community networking | <ul style="list-style-type: none"> • Social services • Child and family centres/Sure Start • Nurseries • Playgroups • Community midwife • School nursing team • Child development team • Special needs health visitor • Child health department • Clinical medical officer • Speech and language therapy • Audiology • Ophthalmology • Paediatric liaison • Community dentistry • Voluntary organisations <ul style="list-style-type: none"> • Home start • Others. | <p>The following visits could have been planned by the line manager or mentor, or the new CNN may initiate them</p> <p>The relevant visits can be undertaken to meet the needs and role of the CNN.</p> | |

List other activities you need to do and policies you need to read during your induction

| Type of training | Training topics/areas | Acquiring the knowledge and skills | Date observed/acquired. Signature of assessor, designation and date |
|-------------------------|------------------------------|---|--|
| | | | |

CNN Education Standards for Practice

Appendix 1

A nursery nurse is not a qualified / registered nurse.

Any nursery nurse who is working in the community or primary care should have attained one of the following:

- NNEB, now replaced by the Diploma in Childcare and Education (DCE) awarded by CACHE and the HNC in Child Care and Education (Scotland).
- Level 3 BTEC National Diploma in Early Years, awarded by EDEXCEL.
- NVQ Level 3 in Early Years and Education, awarded by City & Guilds, CACHE, EDEXCEL, and the OU.

The Qualification and Curriculum Authority (QCA) recommend these qualifications as they have the necessary theoretical and practical training in child development.

A CNN may train and be competent in aspects of parenting and health promotion that enables them to work with parents to enhance the health of the family unit.

Ref: Unite/CPHVA, Community Nursery Nurse, Voluntary Code of Conduct, November 2007 Version 2

Induction Timetable

Name: _____ Start date: _____

Base: _____ Mentor: _____

| Date & time | Monday | Tuesday | Wednesday | Thursday | Friday |
|-------------|--------|---------|-----------|----------|--------|
| | | | | | |

Summary Induction Sheet

Name: _____

Base: _____

| Topic | Under Supervision | Competent |
|-------|-------------------|------------------------------|
| | Date | Signature of assessor & date |

| Topic | Under Supervision | Competent |
|-------|-------------------|------------------------------|
| | Date | Signature of assessor & date |



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