

## PROVIDING STAFF TRAINING

The following competences are primarily for managers, leaders, and senior members of staff working in inpatient settings. These organisational competences are to ensure a safe and productive ward culture and environment for inpatient staff, patients, and their family and carers.

### Organisational Knowledge

An ability to draw on knowledge that the effectiveness of training depends on the organisation:	
	investing in a group of local facilitators, or setting aside a budget for external trainers
	assuring the participation of senior staff
	providing protected staff training sessions (including update or refresher sessions)
	offering regular peer and clinical supervision so training knowledge can be consolidated and integrated into practice
An ability to draw on knowledge that training should be conducted periodically to help staff maintain their skills, for example, by:	
	making up-to-date knowledge available
	providing training based on current research
	offering refresher sessions and updates
An ability to draw on knowledge that regular staff training is critical for inpatient settings due to the complexity and risk present in this population	
An ability to draw on knowledge that training should focus on the core principles of psychosocial ways of working	

### Training on essential policies and procedures

An ability for the organisation to ensure that new members of staff receive an induction that:	
	enables them to learn how relevant policies and procedures apply in the inpatient setting
	identifies the principles that underlie policies and procedures (to make implementation responsive to individuals, rather than procedural)
An ability for the organisation to make appropriate arrangements to maintain a practitioner's awareness of current policies and procedures through, for example, ongoing training and supervision	

### Content and delivery of training

An ability to ensure that the content of the training is influenced by:	
	local workforce training needs
	research evidence for the inpatient setting
	local and national initiatives in crisis working and inpatient care
	feedback from patients and their family and carers
An ability to assure training quality and content by recruiting appropriately experienced trainers who are competent in the delivery of material and adhere to the required content	
An ability to deliver training that considers the practical barriers to training delivery in inpatient settings, and:	
	provides backfill for staff to leave the ward to attend training
	delivers training sessions at handovers to maximise attendance
	tailors the content to the ward team and linking it to their patients
	offers brief 'bite-size' sessions where appropriate that can be repeated for different shift cohorts

delivers training in a quiet space, potentially off the ward, to avoid interruptions