



WEST LIMERICK INDEPENDENT LIVING CLG

Induction Policy

Policy Reference	WLILP52 - Induction Policy - DRAFT v2.2
Category	Clinical & Care Practice — Workforce & Governance
Version	2.2 (HSeLand training requirement added)
Status	APPROVED — by the Board of Directors on 9 October 2026
Policy Owner	Board of Directors, West Limerick Independent Living CLG
Applies To	All newly recruited Personal Assistants and home support workers; staff returning after an extended absence
Related Policies	Safeguarding Policy; Complaints Policy; WLILP48 - Medication Policy for Personal Assistants; Incident Reporting Policy; Data Protection Policy; Grievance Procedure; Leave Policy; Dignity and Respect at Work Policy; WLILP4 - Garda Vetting Policy
Review Cycle	Every 2 years, or sooner if legislation or HIQA standards change

1. Purpose

The purpose of this policy is to ensure that all newly recruited staff are appropriately inducted, trained, and assessed as competent to deliver safe, person-centred, and rights-based support within West Limerick Independent Living (WLIL).

This policy ensures that staff:

- Understand their roles and responsibilities
- Are competent in core duties and safe working practices
- Are familiar with organisational systems, including Care Planner
- Complete mandatory training requirements, including i-START (HSELand)
- Are prepared for independent (lone) working within a structured and time-efficient framework

No staff member shall commence lone working until all required induction and competency assessments have been completed and signed off.

2. Scope

This policy applies to:

- All newly recruited Personal Assistants and Home Support staff
- Staff returning following a prolonged absence where re-induction is required



3. Legislative and Regulatory Framework

This policy is informed by and compliant with:

Primary Legislation

- Health Act 2007 (as amended)
- Health (Amendment) (Home Support Providers) Bill 2025
- Disability Act 2005
- Assisted Decision-Making (Capacity) Act 2015
- Safety, Health and Welfare at Work Act 2005
- Children First Act 2015 (where applicable)

Standards and Guidance

- HIQA National Standards for Residential Services for Children and Adults with Disabilities (2013)
- HIQA Draft National Standards for Home Support Services (2024)
- HIQA National Standards for Adult Safeguarding (2019)
- National Policy Framework for Adult Safeguarding in the Health and Social Care Sector (2025)

4. Policy Statement

WLIL is committed to delivering a structured, consistent, and efficient induction process that ensures all staff are safe, competent, and confident in delivering support.

Induction is a staged process combining:

- Core induction
- Service-specific induction
- Mandatory training (including i-START)
- Job shadowing
- Competency assessment

Induction will:

- Be completed in a structured and time-bound manner
- Reflect the realities of delivering support in a client's home
- Promote a person-centred, rights-based approach
- Ensure compliance with organisational, legal, and regulatory requirements

5. Roles and Responsibilities

5.1 Manager

- Deliver core organisational induction
- Ensure pre-induction requirements are completed



- Oversee compliance with induction requirements

5.2 Service Coordinator

- Deliver service-specific induction, including fire safety
- Assign and supervise job shadowing
- Assess staff competency
- Confirm readiness for independent working
- Maintain induction and competency records

5.3 Experienced Personal Assistant (PA)

- Support job shadowing
- Demonstrate safe and effective service delivery
- Provide feedback to the Service Coordinator

5.4 Employees

- Participate fully in induction and training
- Complete required training within specified timeframes
- Adhere to organisational policies and procedures

6. Induction Process

6.1 Stage 1 - Pre-Induction

Completed prior to commencement:

- Garda Vetting
- References checked and filed
- Contract issued and returned
- i-START (HSELand 12-module programme) enrolment arranged

6.2 Stage 2 - Core Induction (Day 1)

Delivered by the General Manager (with Coordinator input where required).
Completed within a maximum of 6–8 hours.

Includes:

- WLIL ethos, values, and service model
- Role expectations and professional boundaries
- Safeguarding and reporting procedures
- Health and Safety overview
- Lone working responsibilities
- Communication and reporting structures
- Emergency procedures and on-call arrangements



- Introduction to Care Planner:
 - Logging in/out
 - Recording notes and confirming shifts

6.3 Stage 3 - Mandatory Training

All staff must complete required training, including:

- **i-START (HSELand 12 modules) - Mandatory**
- Safeguarding Adults (HSELand)
- Assisted Decision-Making (HSELand)
- Children First (where applicable)
- Manual Handling / People Moving & Handling
- Infection Prevention and Control

Training must be completed within a defined timeframe (typically within the first 2 weeks of employment unless otherwise specified).

6.4 Stage 4 - Service-Specific Induction

Delivered by the Service Coordinator prior to or alongside job shadowing.

Includes:

- Fire safety awareness (practical)
- Review of care plan and support needs
- Review of relevant risk assessments
- Communication needs of the service user
- Practical expectations within the client's home

6.5 Stage 5 - Job Shadowing

All staff must complete structured job shadowing.

Requirements

- Minimum of 8 hours total
- Maximum of 2 hours office-based induction contributing to this total
- Minimum of 6 hours practical shadowing with a service user

Shadowing Activities

- Personal care (where applicable)
- Use of equipment and mobility support
- Meal preparation and domestic tasks
- Communication with the service user



- Social and community participation
- Emergency and safety procedures
- Use of Care Planner in practice

Job shadowing is assigned and supervised by the Service Coordinator and conducted with an experienced Personal Assistant.

6.6 Stage 6 - Competency Assessment

Following job shadowing, the Service Coordinator will assess competency.

Staff must demonstrate:

- Safe working practices
- Understanding of safeguarding responsibilities
- Ability to follow the care plan
- Competent use of Care Planner
- Appropriate communication and professional boundaries

6.7 Stage 7 - Authorisation for Independent Working

No staff member may commence lone working unless formally authorised.

Authorisation requires:

- Completion of induction
- Completion of job shadowing
- Demonstrated competency
- Completion of the Job Shadowing Verification Form

The Service Coordinator must confirm:

- ☐ Job Shadowing Completed
- ☐ Ready for Independent Work

The Service Coordinator holds final responsibility for this decision.

7. Induction Documentation

The following documents form part of the induction system:

7.1 Induction Checklist

- Tracks completion of all induction elements
- Completed across Day 1 and the first 2-4 weeks
- Signed and dated

7.2 Job Shadowing Verification Form

- Confirms completion of job shadowing



- Records competency assessment
- Provides formal authorisation decision

7.3 Training Records

- Includes i-START certificate and all mandatory training

All documentation must be retained and available for inspection.

8. Timeframes

- Core induction: Day 1 (max 6-8 hours)
- Job shadowing: Minimum 8 hours (typically 1-3 shifts)
- Training completion: Within first 2 weeks (where applicable)
- Competency sign-off: Within 1-2 weeks of commencement

9. Key Principles

Staff must understand that:

- They are working in the service user's home
- The service is person-centred and client-led
- Duties vary depending on individual needs
- Professional boundaries must be maintained at all times

10. Related Policies

- Safeguarding Policy
- Health and Safety Policy
- Risk Assessment Policy
- Incident Reporting Policy
- Data Protection Policy
- Grievance and Disciplinary Procedures
- Employee Handbook

11. Review and Audit

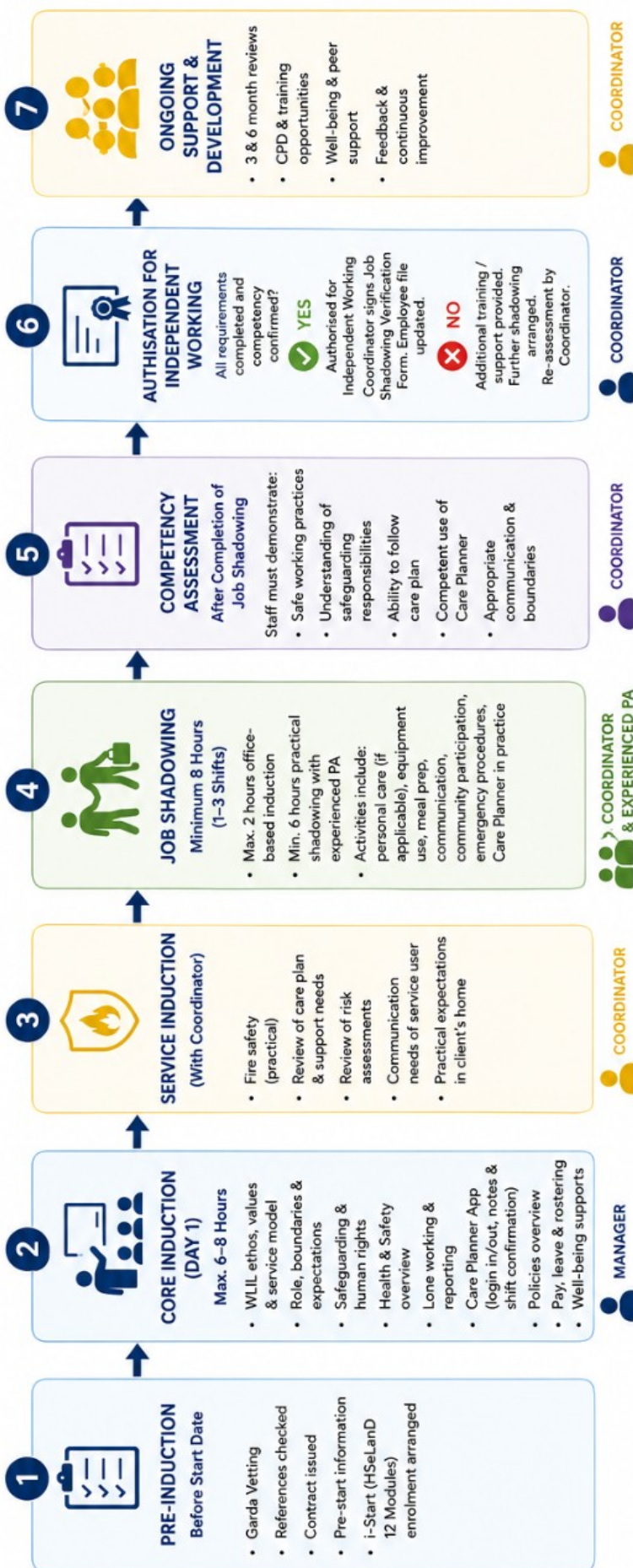
This policy will be reviewed every two years or sooner where required.

Induction processes and records will be subject to audit as part of WLIL's governance and quality assurance systems.

WLILP INDUCTION & JOB SHADOWING WORKFLOW

FROM RECRUITMENT TO INDEPENDENT WORKING

NO STAFF MEMBER MAY COMMENCE LONE WORKING UNTIL AUTHORISED BY THE COORDINATOR



DOCUMENTS USED

1. INDUCTION CHECKLIST (2 Forms)
Tracks completion of all induction elements.

2. JOB SHADOWING VERIFICATION FORM
Confirms 8 hours shadowing and competency assessment.

3. i-START HSELAND 12 MODULES CERTIFICATE
Certificate uploaded to staff file.

OUR COMMITMENT: Person-centred care | Respect | Dignity | Choice | Safety | Confidentiality | Equality



INDUCTION & JOB SHADOWING STAFF CHECKLIST

Empowering Independent Lives

STAFF NAME: _____

START DATE: _____



This checklist ensures all new staff receive a comprehensive induction and are ready for independent working.

1

PRE-INDUCTION CHECKS



- Garda Vetting complete ☐
- Two references checked and filed ☐
- Contract of employment issued ☐
- Pre-start information pack sent ☐
- i-START (HSELand 12 Modules) enrolment arranged ☐

4

JOB SHADOWING (MINIMUM 8 HOURS)



- 4 hours with experienced PA and client ☐
- Additional hours across scenarios ☐
- Care Planner and professional conduct observed ☐
- Client independence, choice and diversity noted ☐
- Reporting practice followed ☐
- Final check-in for feedback & readiness ☐

2

INDUCTION SESSION (OFFICE / VIRTUAL)



- WLIL ethos, values and history ☐
- Organisational structure & office layout ☐
- Standard hours & emergency contact ☐
- Wages, pay rates & expenses policy ☐
- Code of conduct, dress code & hygiene ☐
- Probation period explained ☐
- Employee handbook, job description, grievance & disciplinary procedures ☐
- Safety policies, risk assessments & Safety Statement ☐
- Communication standards & confidentiality ☐
- Use of Care Planner App and ID badge issued ☐
- Emergency on-call procedures ☐
- Leave policies and holiday claim process ☐
- Safeguarding, human rights & equality overview ☐
- Designated Safeguarding Officer identified ☐
- Service user feedback expectations ☐
- Employee well-being supports ☐

5

HEALTH & SAFETY



- Safety Statement read and understood ☐
- Risk assessments discussed ☐
- Incident reporting explained ☐
- Moving & handling observed (within 2-3 weeks) ☐

6

LEAVE & ABSENCE MANAGEMENT



- Notification and two weeks' notice process ☐
- Holiday claim form process ☐
- Roster expectations and ad hoc shift protocols ☐

7

COMMUNICATION & REPORTING



- Reporting to Service Coordinator explained ☐
- Emergency phone use clarified (calls only) ☐

8

ROSTER & LONE WORKING



- Rostered shift awareness ☐
- Relief work / maternity cover explained ☐
- Lone working responsibilities clarified ☐

3

MANDATORY TRAINING (PRE/POST START)



- i-START (HSELand 12 Modules) – Mandatory ☐
- Safeguarding Adults (HSELand) ☐
- Assisted Decision-Making Act (HSELand) ☐
- People Moving & Handling (mandatory/refresher) ☐
- Children First (HSELand) – if applicable ☐
- Dignity & Respect at Work (HSELand) ☐
- Open Disclosure Communication (HSELand) ☐
- QQI Healthcare modules (minimum two) ☐
- COVID-19 safety & AMRIC training including infection prevention and control ☐

9

CARE PLANNER & ID BADGE



- Care Planner logging in/out covered ☐
- Notes and shift confirmation procedures ☐
- ID badge active and displayed ☐

10

ONGOING SUPPORT & DEVELOPMENT



- 3-month and 6-month review scheduled ☐
- CPD opportunities discussed ☐
- Well-being and peer support contacts shared ☐
- Cultural competency acknowledged ☐



STAFF MEMBER SIGNATURE: _____

DATE: _____



COORDINATOR SIGNATURE: _____

DATE: _____



JOB SHADOWING VERIFICATION FORM (NEW STAFF INDUCTION)

Empowering Independent Lives



Staff Member Name: _____ Service Coordinator: _____
Service User: _____ Shadowing Supervisor
Date(s) of Shadowing: _____ (PA / Coordinator): _____



SECTION 1: OFFICE-BASED INDUCTION (MAX. 2 HOURS)

To be completed prior to practical shadowing.

TOPICS COVERED	DURATION (MINS)	COMPLETED BY
Review of Care Plan and Support Needs	Half hour	
Review of Risk Assessments	Half hour	
Health & Safety, Manual Handling Overview	1 hour	
Communication Needs and Protocols	30 minutes	
Total Office-Based Induction Time: _____ hours (Max. 2 hours countable)		



SECTION 2: PRACTICAL JOB SHADOWING (MIN. 6 HOURS)

To be completed directly with client and experienced PA or Coordinator.

ACTIVITIES OBSERVED / PARTICIPATED IN	DURATION (MINS)	SHADOWING SUPERVISOR
Personal Care (if applicable)	3 hours	
Meal Prep / Domestic Duties	1 hour	
Use of Equipment / Mobility Assistance	1 hour	
Social / Community Participation / Communication with Client	1 hour	
Emergency Procedures / Safety Checks	1 hour	
Total Practical Shadowing Time: _____ hours (Minimum 6 hours required)		



FINAL CONFIRMATION

I confirm that the above-named staff member has completed a minimum of 8 hours of job shadowing, including service-specific training and direct observation, and is now familiar with the care plan, safety protocols, and service delivery expectations.

Shadowing Completed: ☐ Yes ☐ No

Ready for Independent Work: ☐ Yes ☐ No

Supervisor Name: _____

Signature: _____

Date: _____

Staff Member Signature: _____

Date: _____



Approval

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:

Margaret O'Connor

Margaret O'Brien O'Connor, General Manager

Date signed: *09-10-2026*