

Induction

26 per cent of HCSWs were happy with their induction compared to 30 per cent in the first survey.

The impact of the COVID-19 pandemic is still very evident, with several of the HCSWs making comment that it was a shame they were not able to have a face-to-face interview and even though their Microsoft Teams experience had been a good one, it would have been good to have in-person contact.

2 per cent of HCSWs stated their induction was rushed.

Suggestions for how to improve induction included:

- Creating a clear structure for a set induction period with one main contact with the relevant knowledge and experience to answer all queries.
- A clear map of the hospital and wards, and full written details on how to secure resources such as uniform and IT access.
- A clear explanation and outline of the duties of the role and commonly used NHS acronyms and terminology.

Some quotes included:

“Everything! The interview was good although the job description was wrong. The communication post-interview was diabolical. HR team dealt with two applicants in totally different ways. Much delay, many times information not given or wrong, failed to answer questions and concerns, failed to induct, failed to provide accurate info about Care Certificate training, failed to give any info about training opportunities and requirements etc.”

“The induction was very good, I just wish there was more time to complete the Care Certificate.”

“Maybe an induction pack with all the available information of the points above, so that new employees have a hard copy they can turn to. Or maybe even a simple app with this information easily accessible to everyone, as I have found it hard navigating the staff website when needed.”

“I never had an induction at the start. Eventually I was offered a two-day care induction course having been told previously it did not exist.”

“My induction to the job back when I was first recruited, in 1980, was satisfactory. My induction and information about continuing on bank after retiring was difficult to obtain and took a long time.”