

**Staff re-induction**

**and training**

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| Version 1.0  | 15/05/2020 |
| Version 2.0 | 16/06/2020 |

# Staff re-induction and training

All staff must complete adequate induction/re-induction and training prior to recommencing work. This must be communicated and understood to ensure all staff appreciate and are competent in the new measures and procedures in place.

Prior to carrying out training and induction, issue all staff members with the current guidance documents, policies, and procedures, which they must read. Induction may be carried out remotely for some and in the practice for others, maintaining social distancing protocols. Each practice should decide which method suits their needs.

**During the induction/training**

* Ask for feedback
* Ask if anyone has any questions about the documents
* Discuss and run through all documents and practice procedures
* Explain why these have been implemented
* Explain how this will affect their day to day routine
* Explain why working together as team is so important
* Carry out a walk around of the practice (where appropriate), highlighting any changes that may have occurred

**Areas to provide information on**

* COVID-19 facts and dentistry specific information
* Triage procedures
* Designated surgeries for AGPs and Non-AGPs
* Appointment scheduling
* Information for patients prior to attending
* Information obtained from patients prior to attending
* Number of patients within the practice at any one time
* Waiting areas and reception areas, procedures in place
* Signs present within the practice
* The use of hand sanitiser for patients (and staff)
* Minimising ‘touch points’ for patients
* Procedures for gaining consent, receiving payments, signing of any forms
* Cleaning and disinfection of communal areas
* Cleaning and disinfection of surgeries and surgery equipment
* Products to be used and manufacturers’ instructions
* Instructions for use for any new equipment
* Waste disposal protocols
* PPE, what is to be used, when it is to be used and the correct ‘donning’ and ‘doffing’ of PPE
* Uniform/clinical clothing, when and how to change into and out of and how to transport and launder
* Reusable and single use items
* Travelling to and from the practice
* Staff rotation and designated working environment
* Personal items, how to store, when and how to clean and disinfect
* Social distance measures
* External deliveries
* Procedures for engineers
* Decontaminating water lines
* Clinical procedures
* Chaperones for vulnerable patients
* Sickness reporting and what to do if you show signs/symptoms of COVID-19
* Procedures for if members of your household are confirmed to have or are suspected of having COVID-19
* Hand hygiene techniques and when to perform
* Four handed dentistry
* Updated resuscitation council guidance
* Scenario-based team training in the practice
* Training in new IT software tools e.g. online medical history software

**Following the completion of the induction**

* Ensure all staff members understand the information given
* Encourage feedback and questions
* Advise where to locate any information provided
* Advise what to do if procedures have not been followed
* Advise who to ask should any questions arise
* Reassure all staff
* Evidence all staff who have attended and obtain signatures to evidence attendance and understanding
* Conduct regular sessions to refresh knowledge, confirm understanding and to inform of any updates

**General Management**

* Appoint a lead with regards to the management/implementation of all new/revised procedures in relation to COVID-19
* Practice has a single point of communication with the Regional NHSE/I (keeping
* updated and disseminating updates), Local Dental Network and Local Dental
* Committee
* Queries are directed to local infection control teams and dental practice advisors (DPAs)
* Monitoring of stock levels and ensure PPE is available for the practice, arrange for
* PPE fit testing as necessary, with local/regional points of contact
* Ensure all staff are fully trained before commencing work, complete a checklist to document as evidence
* All staff members understand and aware of the signs and symptoms of COVID-19 and what they should do I they or members of their household display such symptoms
* All protocols and measures must be regularly reviewed and amended in line with the risk assessment and alert level.
* Appoint a lead for the general wellbeing of staff
* Risk assessment completed for all staff members prior to returning to work
* Any staff members deemed as ‘high risk’ must obtain advice/guidance from occupational health or health practitioner prior to commencing work
* Reporting procedure for staff to follow should they feel unwell
* Occupational health and mental health wellbeing services should be available and communicated to all staff members
* Regular and practical training on relevant CPD topics to continue to be completed
* Ongoing communication with staff members to assure and mitigate any concerns
* Check with all indemnity providers that the current level of indemnity is appropriate
* Encourage all staff to communicate with management/leads where they may have any concerns or feedback
* Consider staggering staff members break times to limit the number off occupants in the changing area and break rooms
* Consider staggering start and end of work times
* Cleaning staff should also be trained in IPC measures and decontamination and understand the requirements in HTM01 05 along with all measures, policies and protocols implemented

**Staff induction and training checklist template**

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| **Section 1** |
| Name |  | Date |  |
| Role |  | Carried out by |  |

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| **Section 2** |
| COVID-19 information |  |
| Triage procedures |  |
| Designated surgeries for AGPs and non AGPs |  |
| Appointment scheduling |  |
| Information for patients prior to attending |  |
| **Section 2 (Continued)** |
| Information obtained from patients prior to attending |  |
| Number of patients within the practice at any one time |  |
| Waiting areas and reception areas, procedures in place |  |
| Signs present within practice |  |
| The use of hand sanitiser for patients |  |
| Minimising ‘touch points’ for patients |  |
| Procedures for gaining consent, receiving payments, signing of any forms |  |
| Cleaning and disinfection of communal areas |  |
| Cleaning and disinfection of surgeries and surgery equipment |  |
| Products to be used and manufacturer’s instructions |  |
| Instructions for use for any new equipment introduced |  |
| Waste disposal |  |
| PPE, what is to be used, when it is to be used and the correct ‘donning’ and ‘doffing’ of PPE |  |
| Uniform, when and how to change into and out of and how to transport and launder |  |
| Reusable and single use items |  |
| Travelling to and from work |  |
| Staff rotation and designated working environment |  |
| Personal items, how to store, when and how to clean and disinfect |  |
| Social distancing measures |  |
| External deliveries |  |
| Procedures for engineers |  |
| **Section 2 (Continued)** |
| Decontaminating working lines |  |
| Clinical procedures |  |
| Chaperones for vulnerable patients |  |
| Sickness reporting and to do if you show signs/symptoms of COVID-19 |  |
| Procedures for if members of your household are confirmed to have or are suspected of having COVID-19 |  |
| Hand hygiene techniques and when to perform |  |

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| **Section 3** |
| Feedback questions |  |
| Aware of where to locate information |  |
| Aware of what to do when procedures have not been followed, reporting procedures |  |
| Who to ask any questions to |  |
| Fully understand all information given |  |

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| **Section 4** |
| Signature |  |

**Further information can be found at:**

<https://www.fgdp.org.uk/news/covid-19-latest-guidance-and-resources-gdps>

<http://www.sdcep.org.uk/published-guidance/covid-19-practice-recovery/>

<https://bda.org/advice/Coronavirus/Pages/returning-to-work.aspx>

<https://bda.org/login?ReturnUrl=%2fadvice%2fba%2f_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252Fadvice%252Fba%252FDocuments%252Freturning%252Dto%252Dwork%252Dtoolkit%252Epdf&Source=%2Fadvice%2Fba%2FDocuments%2Freturning-to-work-toolkit.pdf>

<https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>

<https://www.fom.ac.uk/covid-19/update-risk-reduction-framework-for-nhs-staff-at-risk-of-covid-19-infection>

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/06/C0575-dental-transition-to-recovery-sop-4-June.pdf>

<https://www.fgdp.org.uk/implications-covid-19-safe-management-general-dental-practice-practical-guide>

<https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2>

<https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=Brand&gclid=EAIaIQobChMIt8yh2N306QIVS7DtCh22rwp6EAAYASAAEgKYhfD_BwE>

<https://www.nationaldahelpline.org.uk/>