

Devon Prison Cluster

Buddy Support Worker Induction Programme

Prisoners assisting other prisoners

Induction workbook

The role of Buddy Support Worker is to **actively support** individuals (who have been identified as requiring support) to be as **independent as possible** within the regime of the prison system.

The intention is that through supporting these individuals, there can be an element of prevention (wherever possible) in any further decline in the individual's ability or their health and social care needs.

Name _____

ID _____

Prison and Wing _____

Supervisor/tutors name _____

Date started/completed workbook _____

Introduction

The Induction Programme for the role of the Buddy Support Worker within the Devon Prison Cluster has been developed using adapted standards from the National Care Certificate. These are the occupational standards that workers across Health and Social Care services adhere to. They were introduced to provide a level of consistency across different Health and Social Care services, arising from serious investigations into poor care practices.

This Induction Programme has been based on these same standards, to ensure that the same level of skills, knowledge and behaviours required to provide high quality support to individuals within the prison system are implemented, in the same manner as they are in Health and Social Care settings across the community.

It is acknowledged that the Buddy Support Worker will not be undertaking the same level of responsibility as support roles in the community and that the role will be governed by prison regimes and regulations. Therefore not all of the standards have been used and where they have, they may have been adapted to meet the requirements of this role. In addition, further occupational standards have been specifically developed for this role.

Although the induction is based on national standards it is important to note that this course is only valid within the Prison setting, however the valuable experience and knowledge that Buddy Support Workers gain from this role can be transferred to other areas that they may wish to pursue.

Acknowledgements

This Induction package was developed by **Devon County Council** and the **Devon Prison Cluster group**: Channing's Wood Prison, Dartmoor Prison and Exeter Prison. With grateful thanks across all three prisons to the Project Manager, Heads of Residence and Safety, Head of Learning and Skills, Safer Custody and Equalities Managers, Senior Officers, Wing Officers, Chaplaincy and the dedicated Buddy Support Workers who piloted, contributed to and evaluated this programme.

Specialist guidance and support from:

RECOOP – resettlement and care for older ex-offenders and prisoners

Dorset Healthcare NHS

Trust Public Health team

Probation Team

For further information on the Care Certificate visit the **Sector Lead Council Skills for Care** website.

Induction guidance

- During the induction into this role you will be assessed in different ways to make sure that you can demonstrate what you have learnt in your new role within a prison setting.
- You will attend group sessions and will be asked to complete written workbooks to show your understanding. (Don't worry if you find this difficult; tell your Supervisor who will look at ways to support you.)
- Your completed answers within this workbook will be discussed with your Supervisor/tutor- this is to ensure that you are feeling confident and that you understand the knowledge standards within the induction.
- You will also be observed in your workplace, whilst you are supporting other prisoners (that you have been allocated) with areas that they need help and support in.

These are the modules that we will look at during induction:

1. **Understanding your role and personal development**
2. **Duty of Care**
3. **Equality and diversity**
4. **Work in a person-centred way**
5. **Communication and advocacy**
6. **Privacy and dignity**
7. **Fluids and nutrition**
8. **Safeguarding adults, including self-harm**
9. **Health and Safety**
10. **Handling information**
11. **Cleaning and infection prevention & control**
12. **Assisting someone using a wheelchair or stair lift**
13. **Mental health, dementia and learning disability**
14. **Health and healthy aging**

Workbook guidance

- Please answer the questions as fully as you can, using the module guidance packs to help you.
- Try to write as neatly as you can so your work can be read, please don't worry about spellings.
- If you don't understand a question or don't know the answer, leave it blank and your tutor will help you.
- Please make sure that the answers are your own work, Don't copy answers straight out of the workbooks
- Think about your own examples or experiences in your own life and write about those, you must not write anything that will enable a person to be identified. For example don't use names, locations, or dates. If unsure ask
- Your tutor will need to discuss the workbook with you to confirm that you have a full understanding of the modules.
- This Induction programme is a work-based learning programme; it includes work- based practice and observation completed by your Supervisor/tutor. This will enable you to demonstrate in your role what you have learnt and written about

1. Please explain what you would do and must not do in your role as Buddy worker?

[These answers can be in bullet form]

Would do	Must not do

2. Previous experiences and your attitude can affect the way you work with people.

List examples of things that could affect the way you work:-

Positive	Negative



Tip: Look at your job description and read Module 1.

3. Following procedures and guidance

What are the procedures and areas of practice that relate to this role?	Why is it important to follow the agreed ways of working that the prison has set out?



Tip: Areas of work like Health and Safety, Infection Control, Safeguarding, Using Equipment, Cleaning. Read: Module 8, 9, 10, 11, 12.

4. What would you do?

a. If you thought someone was having a stroke?

b. If someone you were supporting was being bullied?

c. If someone you were supporting - threatened to kill themselves or someone else?

d. If you noticed a decline in the persons physical or mental health?

6. Everyone makes mistakes

a. Why do you think it is important to be honest and come clean if you have made a mistake in your role as Buddy?

b. What could happen if you don't?

7. Feedback helps us do our best:

a. Who do you think might give you feedback on how you are doing?

b. How can this help you in your role?

8. In the role of Buddy you have a duty of care:



Tip: Read Module 2

a. Describe duty of care

b. Give examples of how you could do this in your role

9. There can be tensions between individuals own rights and your duty of care:

a. What would you do if someone refused to eat?

b. What can you do in your role to support someone who is self-harming, within the regime of the prison?

10. Recording and reporting is an important part of your role:

a. Why is it important to carefully record and report any changes that you notice within an individual's condition?

b. When recording information, why is it important to record in such a way that it represents facts and is legible? (where you have stated your opinion you need to make sure this is clear)

11.

What difficult situations within the Prison might you come across, that may cause confrontation?	How can you use communication to reduce the likelihood or impact of confrontation?



Tip: Read Modules 2, 8 & 10

12. The prison service actively seeks to reduce risk of harm to a person from themselves, from others and to others.

Please explain how the prison policy on safeguarding relates to prison life

13. Please explain why an individual in prison maybe vulnerable to harm from self or others

14. Please explain what you would do if you thought someone was being abused or harmed? Including self-harm or neglect.



Tip: Make reference to local safeguarding policy

15. Please explain what is meant by:

a. Diversity

b. Equality

c. Inclusion

d. Discrimination



Tip: Read Module 3

16. Please give examples of discrimination that you might see when you are working within the prison:	Is there anything that you can do in the role of buddy to reduce this discrimination?

17. Do you know who your prison reps and lead officer for equality and inclusion are?

Please list here.

Go and introduce yourself to them and find out more about their role, and how you can both support each other.

Ask them to write/sign and date their name here as evidence you have met.

18. It is important to help the individuals you support to be active and to be as independent as possible

Describe how you can put person-centred values into your day to day work as a buddy	How can you encourage the individual to be as independent as possible whilst you were supporting them?



21.

Please write
some different
forms of
communication

22.

Please list barriers to effective communication	Please describe ways to reduce barriers to effective communication
<p>(to start you off) Too noisy..... →</p>	<p>Go somewhere quieter to talk</p>



26. Health and Safety you have a responsibility to protect yourself and others.

When thinking about health and safety – how should you use/do the below safely	What should you not do?
Cleaning	
Assisting someone in a wheelchair	
Collecting meals and drinks	
Stair lift	



Tip: Make sure you understand the Health & Safety expectations of your role within the prison

a. How and when would you report health and safety risks that you have identified?

b. How do you store cleaning equipment safely and follow prison procedures?

27. What can cause stress?



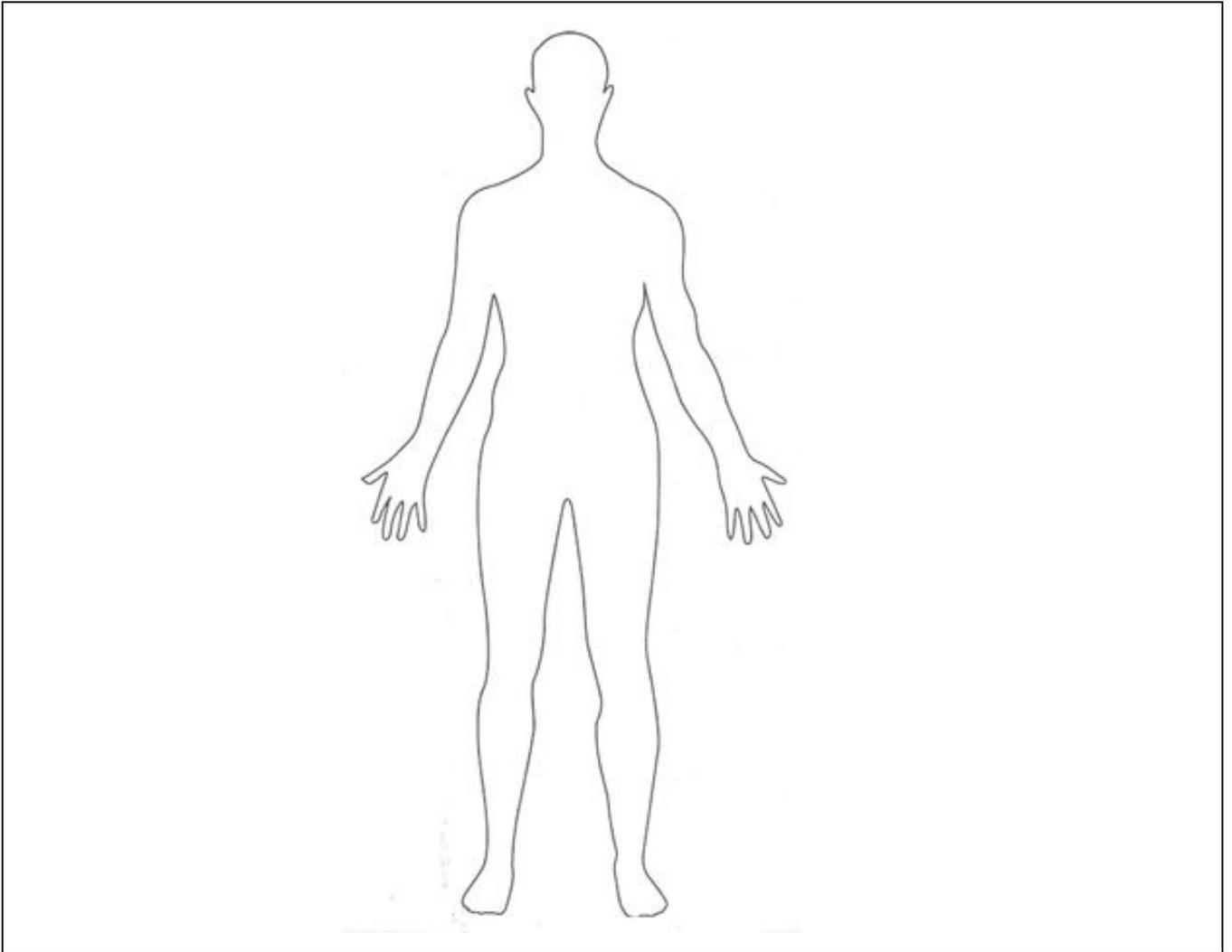
Tip: Think about before, during and after activity

28. What are the signs and symptoms of stress?

29. How do you manage stress?

30. How can you support someone else to manage their stress in a prison setting?

31. Please show the main ways an infection can get into a body.



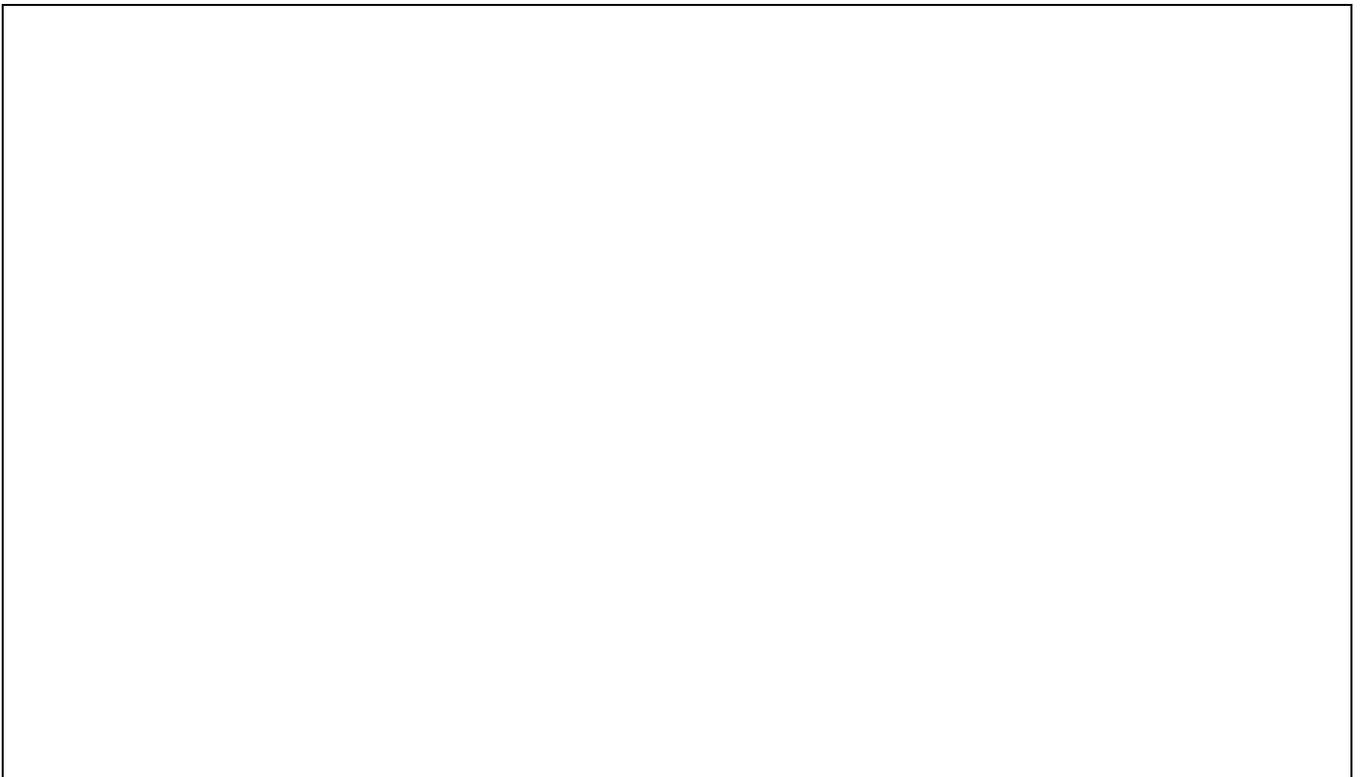
32. Please explain how your own health or hygiene might pose a risk to the individuals you support.

A large, empty rectangular box provided for the student to write their explanation regarding how their own health or hygiene might pose a risk to the individuals they support.

33. Please list common types of personal protective equipment and procedures and how and when to use them



34. Please explain the principles of the safe handling of infected or soiled linen and clinical waste, ensure you are working with prison policies and procedures.



35. What signs do you think might indicate that someone has the following:

Signs that may indicate	How could you support someone with this condition
a. Psychosis	
b. Depression	
c. Anxiety	
d. Stress	

36. There are many types of Dementia and individuals are affected differently; this question is to indicate your awareness only.

a. What signs do you think might indicate that someone has Dementia?

b. How could you support someone who has dementia?

37. All learning disabilities are different and effect individuals differently; this question iis to indicate your awareness only.

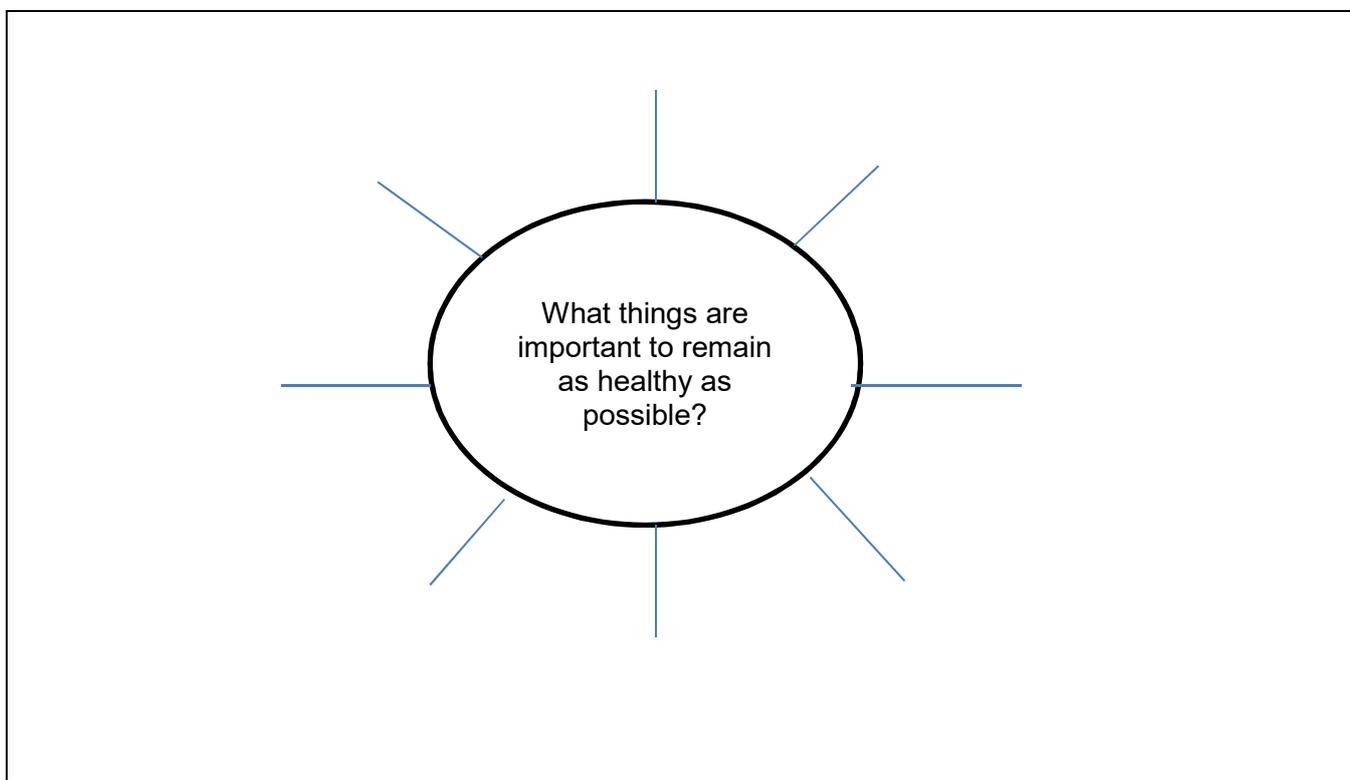
a. What signs do you think might indicate that someone has a learning disability?

b. How could you support someone who has a learning disability?

38. Please explain why it is important to understand that the support needs are different for people with mental health conditions, dementia and learning disabilities.

[Empty rectangular box for response to question 38]

39.



40. Explain how circumstances can have an effect on someone's health.

(Think about social class, housing, employment, culture, attitudes, values and beliefs on health, both prior to prison and whilst in prison.)

41. How can your role promote health benefits to the individuals you support?

Well done you have now finished all the questions

Please hand this in to your tutor,

But before you do

Please get some statements from people you are helping out – LOOK on the next page....

