

Devon Prison Cluster

Buddy Support Worker Induction Programme

Prisoners assisting other prisoners

**Supervisor's
guidance and
recording
booklet**

Buddy Support Worker's name _____

ID _____

Location _____

Supervisor's name _____

Date started workbook _____

Date completed workbook _____

Guidance

- During the induction process, the worker would have been given their main workbook where they write their own answers to the required knowledge outcomes. A meeting will then be arranged to go through what they have been able to complete.
- They will have attempted to complete the answers in the workbook, using the knowledge/experience that they already had, what they have learnt by undertaking group learning and supervision sessions, and by using the guidance booklets that they have been given.
- Some workers will need more support than others, if they struggle with reading and writing it is acceptable for another responsible prisoner to support the worker to write in their workbook (as the workbook answers will be discussed fully with the supervisor using this format) or for the supervisor to write the workers answers in the book on their behalf.
- Your role is to read the answers that they have written and check that they firstly have not copied it directly from the workbooks/or another source and can relate the answers that they have given in the context of their role within the prison setting.
- You can help them to answer the questions more fully by prompting them to give examples of how they have worked with individuals or how they would undertake certain activities with individuals, such as helping someone get to a healthcare appointment or collect their medication.
- You can record the discussions that you have undertaken with the worker in this document; there is one section for each module, so you can record the entire discussion in bullet/note form – this is not meant to be an arduous task.
- There is then a section where you add any feedback for the worker as you feel necessary and then sign to confirm if they have achieved that module or not.
- A copy of this completed document will remain with the central prison records for auditing purposes and you could photocopy it for the worker to keep as well.

In the community an induction process normally takes 12 weeks (this is just a guide for you) as it is important that the induction process is undertaken within the regime and requirements of the prison service and not rushed, or compromised. This role is a very trusted position within the prison service, so it is important that the worker is competent in the areas required, to assist other prisoners that can be vulnerable.

It is important that they understand that all the standards fit together and although they are approached in a module format for ease of delivery, each module does not stand alone.

So if we look at the example – assisting someone to get to a health care appointment, they would need to be aware of:

- **Communicating** to the person, they may even have to speak on behalf of the person – **advocacy**.
- **Person centred support**, ensuring the individual is fully involved in their support.
- **Health and safety**, supporting the person to safely get to the appointment, perhaps using a **wheelchair or a stair lift**.
- **Infection control procedures**.
- All of their actions will be underpinned by **Safeguarding** and **Duty of Care**.

During discussion the worker will be able to give even more examples of the role that they are doing and how it links to the standards, it is very important that you look for signs of their “behaviours” and how they will approach each situation.

The 6Cs from the NHS have been embedded in this programme – when working alongside vulnerable people it is important that they show the following behaviours:

Care	Duty of care, active support, encouraging independence.
Compassion	How care is given through relationships based on empathy, respect and dignity.
Competence	Having the ability and knowledge to work with individuals safely.
Communication	This is central to developing relationships and effective team working.
Courage	Doing the right thing to speak up when we have concerns.
Commitment	Commitment to the people we are supporting.

The following pages outline each module and have a space for you to record your discussions, give feedback and then identify if the worker has met that module or not.

There are some prompts at the top of each module, which you could use to assist the worker, you do not have to use these they are just a guide to support you in this process. Page 4 shows a worked example, to highlight the approach to this discussion; this is only a suggestion and you can adapt the approach to meet your requirements.

Example

Understanding your role and personal development

Areas that you could discuss:

In this section there will be a few pointers that you could look for in the worker's answers and ideas of what you could ask, this is guidance only and you are not expected to stick to these questions, but they may start you off.

- Ask the worker to give examples of what intimate personal care means, so you are clear that they understand the boundaries.
- An important part of this role is active support – ask them to give you an example of how they can do this.

Discussion notes

Write your notes down, these could be in the form of bullet notes and some explanation, to aid your decision that you are satisfied that the worker understands this module.

Discussed intimate personal care and xxx was clear about the boundaries by explaining the following points: No feeding, no washing, or drying, no dressing, no medical care, not to change dressings, not to change incontinence pads.

Discussed active support and the example given was around not rushing the person to undertake tasks as independently as possible, give verbal prompts and allow them time to do as much as they can independently. An example was given around the support that xx gives and not rushing someone when they were putting on their shoes and watch, making sure that they don't feel like a burden and they feel valued and supported.

Feedback

This is a section where you would give feedback on the worker; do you think that they have completed the questions within this module to your satisfaction? If they have not completed the questions correctly but you think that they are suitable for this role, then you could support them further. Or you may think that they are not suitable for this role, you must report your concerns as not everyone who has undertaken training will be suitable for the role. Write your reasons in this feedback section sign and date it and refer it to the appropriate person within the Prison.

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 1

Understanding your role and personal development

Areas that you could discuss:

- Ask the Buddy Support Worker to give examples of what intimate personal care means, so you are clear that they understand the boundaries.
- An important part of this role is active support; ask them to give you an example of how they can do this.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 2

Duty of Care

Areas that you could discuss:

- Examples of activities they undertake with individuals and how they ensure that they understand how duty of care relates to all activities they undertake.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 3

Equality and diversity

Areas that you could discuss:

- How could the role of Buddy Support Worker promote equality?
- Examples around supporting an individual to access the opportunities that they have permission for, so if they have visiting rights and are unable to access the visitors room, then the Buddy would be promoting equality by supporting the individual to access this.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 4

Work in a person-centred way

Areas that you could discuss:

- Examples of how they would promote person-centred working with an individual.
- Discuss the importance of an individual being at the centre of all activities; link this with the concept of active support and importance of maintaining individual's independence and the skills they already possess. It's important not to make an individual dependent on their Buddy.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 5

Communication and advocacy skills

Areas that you could discuss:

- Examples of where they have experienced problems with communication and how they have overcome these.
- Discuss what they understand by confidentiality – including how they record information and who they discuss the individual with.
- Discuss advocacy skills and the importance of this within a prison setting.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 6

Privacy and dignity

Areas that you could discuss:

- How could they promote Privacy and Dignity in the role they do, within a Prison context; can they give examples of this?

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 7

Fluids and nutrition

Areas that you could discuss:

- The importance of supporting and encouraging fluids and seeking support if the individual is not drinking enough.
- The importance of understanding healthy approaches to support others to be aware of these.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 8

Safeguarding adults including self harm

Areas that you could discuss:

- What are the Prison procedures around this area, do they understand what they must do if an individual discloses an intent to harm self or others
- Ensure that they understand the signs and symptoms of abuse and self-harm, perhaps they can give examples of individuals they have supported?

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 9

Health and safety

Areas that you could discuss:

- The importance of their own health and safety.
- Understanding health and safety regulations within the prison system.
- Understanding their own responsibilities in relation to health and safety.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 10

Handling information

Areas that you could discuss:

- Ensure that they understand the importance of recording and passing information on to the appropriate people.
- The importance of confidentiality within the context of the prison setting.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 11

Cleaning and infection prevention & control

Areas that you could discuss:

- Do they understand the Prisons procedures around cleaning equipment usage and storage, including any risk assessments they need to be aware of.
- Discuss infection control issues with the Buddy, in relation to the individuals they are supporting.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 12

Assisting someone using a wheelchair or stair lift

Areas that you could discuss:

- Have they covered the main health and safety points to protect the occupant and themselves, if not discuss this further with them.
- Do they feel confident in using a wheelchair / stair lift safely?

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 13

Awareness of mental health, dementia and learning disability

Areas that you could discuss:

- The importance of understanding individual's behaviour and responding appropriately.
- Monitoring an individual's condition and behaviour and alerting any changes.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)

Module 14

Health and healthy aging

Areas that you could discuss:

- The importance of monitoring any changes they notice in an individual and ensuring they discuss this with the individual, recording and reporting it to the appropriate professional.
- The importance of understanding urgent symptoms, such as a stroke and acting on it straight away.

Discussion notes

Feedback

Has the Buddy Support Worker achieved this module?

Yes No

(If not, please sign, date, and add feedback and recommendations)