

Willowbrook Homecare Together We Care

Building Confidence
from Day One



willowbrookhomecare.co.uk

A Warm Welcome Matters

Starting a new role in care can be both exciting and overwhelming. There is so much to learn, and I believe it's important that every new employee feels welcomed, supported and confident from the very beginning.

That is why I have been delighted to introduce our newly updated **Induction Training Programme** here at Willowbrook Homecare.

We've designed the programme to give new employees a clear, engaging learning experience that helps them understand their responsibilities and the values, standards, and person-centred approach that underpin the care we provide every day.

First impressions matter, and we aim to ensure every new colleague begins their journey feeling part of the Willowbrook team from day one.



Number 5 by Anne Silcox



annesilcox@willowbrookhomecare.co.uk

Learning in Different Ways

Alongside the new presentation, we've introduced a workbook and handout booklet to encourage discussion, reflection, and active participation throughout the sessions. Everyone learns differently, so providing a variety of ways to engage with the content helps employees build confidence and retain what they've learned.

By offering a variety of ways to engage with the training, we can help employees build confidence, strengthen understanding and retain what they have learned, creating a solid foundation before they begin supporting individuals in their own homes.

Listening, Learning and Improving Together

One of the most rewarding parts of delivering the new induction has been hearing the feedback from our recent groups.

Many of our new employees have told us they felt:

- Welcomed from the moment they arrived
- Encouraged to ask questions
- More confident about starting their new role
- Better prepared to provide high-quality care and support

To help us continue improving, we've also introduced a new Induction Evaluation at the end of every programme.

These evaluations are incredibly valuable. They help us understand what is working well while identifying opportunities to make the learning experience even better. By listening to feedback, we can continue to develop an induction programme that remains relevant, engaging and beneficial for everyone who joins Willowbrook Homecare.



Building Confidence together

For me, induction is about so much more than learning policies and procedures. It is about building confidence, creating connections and helping people understand the positive difference they make every single day to the individuals they support.

As Willowbrook Homecare continues to grow, I look forward to welcoming many more new colleagues, listening to their experiences and feedback and ensuring our induction programme continues to evolve.

Together, we can create a learning culture where every employee feels valued, supported and equipped to deliver the compassionate, high-quality care that Willowbrook Homecare is proud to provide.



Join the Conversation

If there's a topic you'd like me to cover in my next blog, or a question about home care, training or workplace support you'd like answered, please get in touch



Willowbrook Homecare (Hyndburn) Ltd: 01254 390347



188-190 Union Road Oswaldtwistle Lancashire BB5 3EG



willowbrookhomecare.co.uk

