IntroEase

Unit 8, Marchmont Gate Boundary Way, Hemel Hempstead, HP2 7BF

IntroEase Live-In Carer Training Policy

November 2026

1. Purpose and scope

Every live-in carer registered on the IntroEase portal will hold training certificates for the modules listed in section 3.

This policy makes sure the carers IntroEase introduces are trained to the standard that we expect. It is based on the Skills for Care *Statutory and mandatory training guide for adult social care employers* (December 2025), the Oliver McGowan Code of Practice (in force 6 September 2025) and the Care Certificate standards (updated March 2025).

The policy applies to all live-in carers who register on the IntroEase portal. It covers care delivered in England.

2. Roles and responsibilities

IntroEase is an introductory service, not the carer's employer. The legal duty to supervise and assess carers sits with the CQC-registered care company that engages them (Regulation 18, Health and Social Care Act 2008 (Regulated Activities) Regulations 2014).

Who	Responsible for
IntroEase	Setting the training standard in this policy; checking certificates before a carer's profile goes live; tracking expiry dates and sending reminders; only introducing carers whose training is in date.
Care companies	Their legal duty under Regulation 18; induction to their own policies; observed competency checks (moving and assisting people, medication); any extra training a client's needs require.
Carers	Completing the required modules; providing IntroEase valid certificates; renewing training before it expires..

3. Required training modules

IntroEase requires every live-in carer to complete the modules below, including some that national guidance only recommends. The one exception is the Care Certificate, which IntroEase recommends but is not legally required for Self Employed Live In Carers. Oliver McGowan Tier 1 will replace the separate Learning Disability and Autism modules when renewals are due (see the note under the table).

Module	National status	IntroEase refresh	Live-in care focus
Care Certificate (16 standards)	Not a legal requirement	One-off	Recommended, not required. It is not a legal requirement for self-employed live-in carers.
Moving & Handling	Required	Every 3 years	Must cover assisting and moving people, not just loads; often single-handed in the home.
Safeguarding Adults	Required	Every 3 years	Financial abuse, family pressures, reporting out of hours.
Medication	Required	**Every 12 months**	Carers may only give medicines once trained and assessed competent by the care company.
Infection Control	Required	Every 3 years	Laundry, waste, PPE and hand hygiene in a home setting.
Food Hygiene	Required	Every 3 years	Carers prepare daily meals.
First Aid	Strongly recommended	Every 3 years	Often the only person present in an emergency.
Basic Life Support	Required	**Every 12 months**	Annual refresh, the module most often allowed to lapse.
Fire Safety	Required	Every 3 years	Escape plans, smoke alarms, smoking, oxygen, emollients on fabrics.
Health & Safety	Required	Every 3 years	Lone working, risk assessment, own wellbeing and rest breaks.
COSHH	Required (part of H&S)	Every 3 years	Household cleaning and continence products.
MCA & DoLS	Strongly recommended	Every 3 years	In a person's own home, deprivation of liberty is authorised by the Court of Protection, not DoLS.
Nutrition & Hydration	Recommended	Every 3 years	Day-to-day responsibility for meals and fluids.
Equality & Diversity	Recommended	Every 3 years	Respecting the person's culture, faith and routines.
Dementia	Strongly recommended	Every 3 years	Tier 2 of the Dementia Training Standards Framework for regular contact.
Learning Disability	Being replaced	Every 3 years	To be replaced by Oliver McGowan Tier 1 on due date.
Autism	Being replaced	Every 3 years	To be replaced by Oliver McGowan Tier 1 on due date
Oliver McGowan Tier 1 (Learning Disability & Autism)	Legal requirement for the care company not for an Introductory Service	Every 3 years	Part 1 e-learning

4. Refresh periods and expiry

A module expires at the end of its refresh period, counted from the date on the certificate. Medication and Basic Life Support expire after 12 months, the Care Certificate never expires, and every other module expires after 3 years.

- **Earlier refresh.** A carer must refresh a module sooner if a client's needs change, a new risk, task or piece of equipment comes in, or the law or national guidance changes.
- **Qualifications.** If a carer completes a recognised adult social care qualification (for example a Level 2 or 3 Diploma or the Level 2 Adult Social Care Certificate), it covers the core modules it includes. Their 3-year period then restarts from the date the qualification was completed.
- **Training from other providers.** If a carer holds a certificate from another training provider that shows an expiry date, the carer will be asked to complete update training by that expiry date, even if it falls sooner than the IntroEase refresh period for that module.
- **National guidance vs IntroEase rule.** Most national refresh periods are recommendations, not legal expiry dates. The periods in this policy are IntroEase's own standard.

5. Evidence and verification

Carers provide a certificate for every module to their IntroEase to be uploaded to their profile. IntroEase checks each one before the profile goes live.

Each certificate must show:

- the carer's full name,
- the module title and, where it applies, the level or tier
- the completion date
- the name of the training provider

IntroEase will:

1. Check that each certificate is legible, complete and in date.
2. Record the completion date on the Live-In Carer Training Tracker.
3. Reject any certificate with a name that doesn't match, no date or no provider, and ask the carer for a valid copy.

Certificates show that a carer has completed training, not that they are competent. Observed competency checks for medication and moving and assisting people remain the care company's responsibility.

6. Monitoring, reminders and records

IntroEase records every carer's completion date on the Live-In Carer Training Tracker and reviews it periodically. The tracker shows each module as in date (green), due within 60 days (amber) or overdue (red).

When	IntroEase action
60 days before expiry	First reminder to the carer to book a refresher.
30 days before expiry	Second reminder; the carer's profile is flagged.
On the expiry date	Profile marked as out of date

- Certificates and tracker records are held securely and used only to check a carer's training and to share it with the care companies they are introduced to.

7. Missing or out-of-date training

IntroEase will not introduce a carer to a care company while any required module is missing or out of date.

- **New carers:** the profile stays hidden from care companies until every required module has a valid certificate.
- **Registered carers:** when a module expires, the profile is paused for new introductions until a valid renewal is uploaded.
- **Carers already introduced:** IntroEase tells the carer straight away and, with their consent, lets the care company know so it can manage any risk.

8. Policy review and references

IntroEase reviews this policy every year and whenever national guidance or the law changes. The next review is due November 2027. Changes expected in that time include the Liberty Protection Safeguards, which are not expected before 2027.

References

- Skills for Care – Statutory and mandatory training guide for adult social care employers (December 2025)
- GOV.UK – Oliver McGowan code of practice
- Homecare Association – Oliver McGowan code of practice
- Flourish – 2025 Care Certificate standards changes
- Care England – The latest on the Liberty Protection Safeguards 2026