



# ONBOARDING EXCELLENCE GUIDE





## **ONBOARDING EXCELLENCE GUIDE**

Creating a powerful onboarding experience isn't just about ticking compliance boxes, it's about setting the tone for your culture, boosting retention and building a team that's confident, connected and committed from day one.

**This guide helps you build an onboarding process that is structured, strategic, and full of heart.**



## Part 1

# Why Onboarding Matters



**69%** of employees are more likely to stay for 3+ years if they experience great onboarding



Most **early leavers** cite feeling disconnected, unprepared, or unsupported



Onboarding is your first real impression, and a golden opportunity to:

**Reinforce** your values

**Build** emotional buy-in

**Reduce** training time and early mistakes

**Increase** confidence, compliance, and commitment



## Part 2

# Your Onboarding Roadmap

### Phase 1

#### Pre-Start Preparation

- ♥ Welcome call or video from the founder/manager
- ♥ Send welcome pack (values, team intro, key contacts)
- ♥ Assign a buddy or mentor
- ♥ Confirm Day 1 details (start time, uniform, parking, lunch, etc.)

### Phase 2

#### Day 1 Experience

- ♥ Personalised welcome and tour
- ♥ Introduction to your Culture Vision and Team Code
- ♥ Share mission, values, and purpose
- ♥ Provide schedule of first week

### Phase 3

#### Week 1 Priorities

- ♥ Mandatory training modules (safeguarding, manual handling, infection control)
- ♥ Introduction to service users (with shadowing)
- ♥ Daily check-in with line manager or buddy
- ♥ Confidence-building activities (role play, scenario-based learning)

## Phase 4

### First 30 Days

- ♥ Weekly reflection form or journal
- ♥ Encourage feedback on onboarding experience
- ♥ Progress check-in and supportive feedback
- ♥ Cultural immersion: team lunch, wellness check, values-based recognition

## Phase 5

### 60–90 Day Integration

- ♥ Review performance and development goals
- ♥ Offer additional training or coaching if needed
- ♥ Begin discussions about long-term growth and aspirations.



#### Founder's Circle Tip:

Create a custom “Welcome to Our Culture” Booklet that covers:

**Your story** as a founder

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The company's **purpose and journey**

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The **Culture Code** and what it **looks like** in action

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Staff **shout-outs** and client **feedback** highlights



## Part 3

# What to Include in Your Onboarding Pack



**Letter** from the founder or team leader

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Overview of your **Culture Code**

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Team **contact list**

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**Rota & time-off** process

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**Quick guide** to digital systems (e.g. care planning, eMAR)

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**Mental health & wellbeing** resources

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Training **tracker**

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**Uniform/care kit** checklist



**Onboarding isn't an event, it's an experience.**  
When done right, it inspires trust, belonging, and pride.  
Your new team members should walk away from  
week one feeling:

***“I made the right choice.”***

***“I know what's expected of me.”***

***“I feel supported and seen.”***



***Let onboarding be your superpower.***





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