

Social Care and Health Training



**an employers guide to social care
and health training in Shropshire**

learning

employment and training services

We have 10 learning centres across the county offering a vast range of opportunities to anyone wanting to learn new skills for work, personal, recreational or career development. Our partnership working with external organisations provides us with access to over 80 different streams of funding.

Joint Training

Joint Training deliver to staff with Adult Community and Health Services and offer a wide range of short courses. For further information please see section 5 or contact us at the address below:

Joint Training
Winston Churchill House,
Radbrook Complex,
Radbrook Road,
Shrewsbury SY3 9BL
Tel 01743 254 731/732
or 01743 254 734

www.shropshire.gov.uk/shropshire/schtraining.nsf

county training

County Training is the largest training provider in Shropshire, with over 25 years experience in first class delivery.

County Training
Ludlow Learning Centre,
Old Street, Ludlow,
Shropshire SY8 1NW
Tel: 01584 876799

County Training
Grove House, Grove School,
Newcastle Road, Market Drayton,
Shropshire, TF9 1HF
Tel: 01630 657461

County Training
The Victoria Centre, Victoria Road,
Oswestry, Shropshire SY11 2HT
Tel: 01691 661722

County Training
The Hollies, 21 Sutton Road,
Shrewsbury, Shropshire SY2 6DL
Tel: 01743 255151

info@countytraining.com
www.shropshire.gov.uk/countytraining.nsf

County Training
Second Floor, Hollinswood House,
Stafford Park, Telford,
Shropshire, TF3 3DD
Tel: 01952 200677

County Training
Hair Academy,
42 New Street, Wellington,
Telford, Shropshire TF1 1LU
Tel: 01952 222996

County Training
Industrial Centre,
Hortonwood 8,
Telford, Shropshire TF1 7GR
Tel: 01952 605983

County Training
The Talbot Centre,
Whitchurch Business Park,
Shakespeare Way,
Whitchurch, Shropshire SY13 1LJ
Tel: 01948 660100

Social Care and Health Training

introduction

Social Care is one of the fastest growing sectors in the UK with 1.5 million workers in social care in the UK, spread across some 38,000 employers. As the largest training organisation in Shropshire, and part of Shropshire Council, we have excellent working relationships with all the key services within the care sector.

We have held Centre of Vocational Excellence (Cove) Status for a number of years which allows us to provide employers and learners with a broad and integrated response to meeting social care and health needs.

Our collaborative approach draws on a wide range of expertise, and we are confident if we cannot provide you with the training you require, we can offer assistance or advice on where you may be able to source such services.

Our partners include Shropshire Partners in Care, Care Workforce Development Partnership, Shropshire County Primary Care Trust, South Staffordshire and Shropshire Health Care and Foundation Trust. As a result of our experience and links in the care sector we are able to access a wide range of funding to support a variety of training.



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A sample of courses available:

- Administration
- Assessors Award
- Customer Services
- ESOL
- First Aid
- Food Hygiene
- Hairdressing
- Health and Safety
- Health and Social Care Law
- Management
- Mental Capacity Act
- Sales and telesales
- Team Leading
- Verifiers Award

Training your workforce will specifically address the following national minimum standards and provide you with evidence for inspections:

1

For more information on
Commission for Social
Care Inspection visit
www.csci.org.uk

Telephone:
0845 015 0120
or 0191 233 3323

Care homes for older people

Standard 28 – A minimum ratio of 50% trained members of staff (NVQ level 2 or equivalent) excluding the registered manager.

Standard 30-30.1 – The registered person ensures there is a staff training and development programme.

Standard 30.2 – All members of staff receive induction training to Skills for Care standards.

Domiciliary Care

Standard 19.1 – The registered person ensures that there is a staff development and training programme.

Standard 19.2 – There is a structured induction process which is completed by new care and support staff meeting Skills for Care standards.

Standard 20-20.1 – All staff in the organisation are trained to undertake the activities for which they are employed.

Standard 20.2 – Newly appointed care staff are required to register for the relevant NVQ care award within the first six months of employment.

Standard 20.4 – 50% of all personal care to be delivered by workers NVQ qualified or equivalent.

Care homes for adults 18-65 years old

Standard 32.5 – Care staff hold a care NVQ 2 or 3 or are working to achieve one.

Standard 32.6 – 50% of care staff have achieved a care NVQ 2.

Standard 35.1 – The registered person ensures that there is a staff training and development programme which meets Skills for Care standards.

Standard 35.2 – The home has a training and development plan.

2



"While other organisations may perceive training as a cost, we believe it is an investment. It has helped us develop a team of highly skilled, dedicated staff who consistently deliver high quality care to our residents, The reputation we have acquired as a result of our commitment to staff development is one of the reasons that we now have a waiting list for our services."

Vince Birmingham, Owner of Hendra Healthcare (Ludlow) Limited

Recruitment and Retention Support

If you own or manage a business, you may find that recruiting the right staff, and keeping them, can be a real challenge. It requires effort, hard work, commitment and planning. Retention starts at the top.

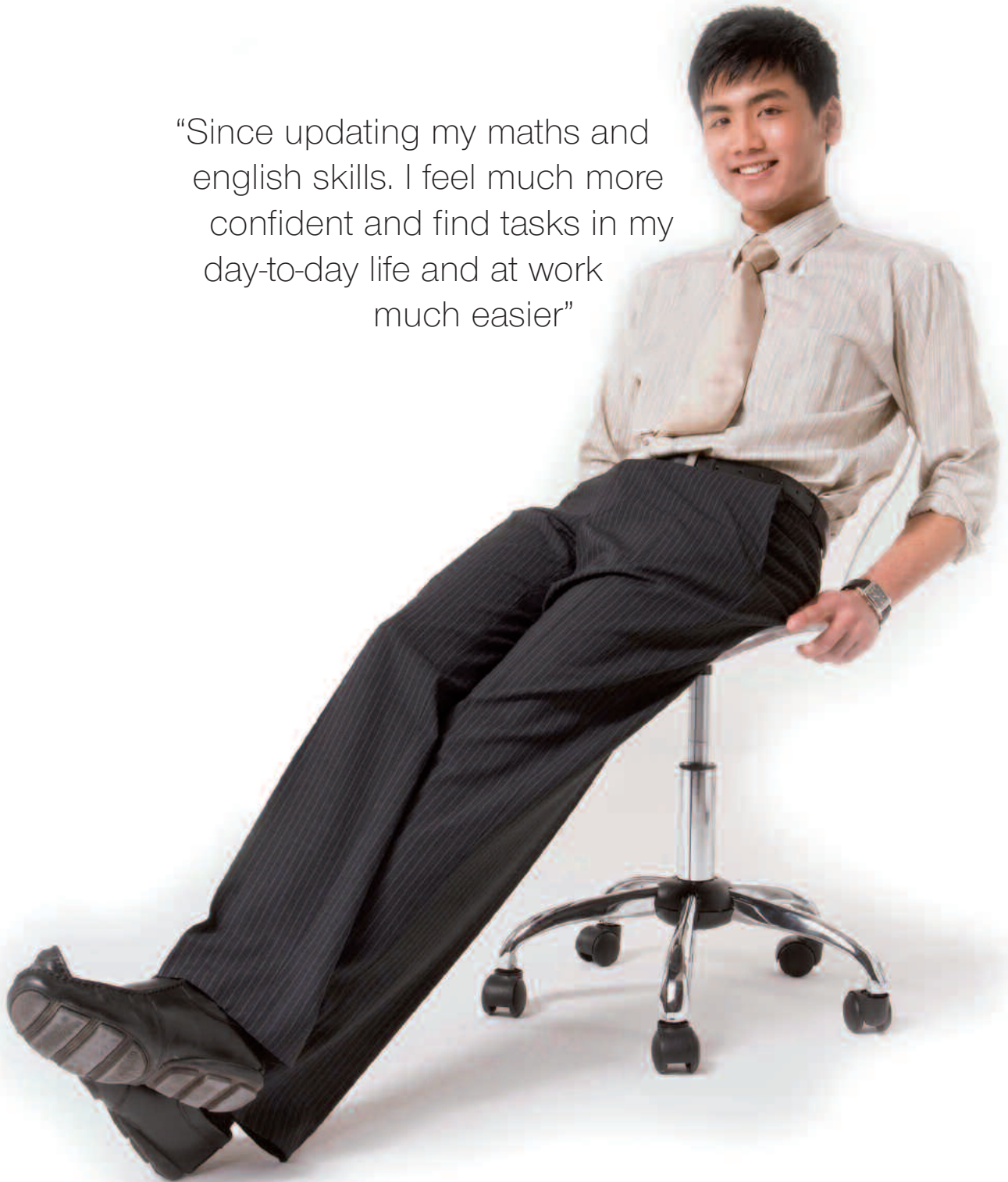
Addressing the skills needs of your workforce will help your business. A workforce that is skilled and qualified to offer social care will be able to provide a better service to people who use your service. This will improve the reputation of your organisation and make it more attractive to future clients.

Employers find that training their staff can reduce sickness and absence and help with staff retention. This can reduce your staff turnover and cut recruitment costs.

In a recent survey 612 job applicants identified the top ten reasons why staff leave. It was found that the key to retention is giving staff room to grow and develop within the business. We are committed to meeting your training and development needs, embracing the fact that continuous learning is essential to get ahead in today's competitive employment market.

We can help with our free training skills and recruitment needs analysis. Once we have identified your current and future skills gaps and recruitment needs we can help you to recruit and train new employees.

“Since updating my maths and english skills. I feel much more confident and find tasks in my day-to-day life and at work much easier”



skills for life

and business

It is estimated that 23% of people of working age are likely to have 'very poor' literacy and/or numeracy skills.

Within this group 47% are employed, and may be working for you! The Skills for Life programme aims to create awareness, interest, understanding and a positive attitude to learning in the workplace. We aim to build the confidence of employees by improving their English, maths and language skills and provide pathways for future progression.

Skills for Life training will enable your staff to improve their skills when carrying out the following tasks:

- Speak confidently to a relative of a resident on the phone
- Read and understand a health and safety notice or the home guidelines on confidentiality
- Report clearly to colleagues at handover time
- Read, understand and complete timesheets and work-related documents
- Follow a set of instructions exactly e.g. for hand washing so as to reduce infection
- Write a set of instructions for a new employee
- Fill out an accident or incident report form effectively
- Help to write and update a care plan
- Record observations; judge how much to write and what to include and keep to fact not opinion
- Speak to residents, relatives and visitors appropriately
- Read and fill in a fluids balance chart and other charts
- Count reliably in batches in a stock check



Skills for Life
and Business

2

We offer:

- Free advice and consultation
- Individually tailored schemes to suit your business needs
- Expert tuition offered within the workplace, at times to suit shift patterns and your organisation's requirements

Contact us:

For more information
on Skills for Life call
01743 255151

In most cases training is FREE and can be delivered in the workplace.

- Work out the ratio of a mix of ingredients in a food supplement drink
- Shop for residents and give change correctly
- Record and calculate time accurately in an appointment book, day sheet etc
- Understand metric weights and measures
- Understand temperature controls on a fridge and store medicine at an appropriate temperature
- Read a table of data and draw correct conclusions

We have a breadth of experience in supporting the development of literacy and numeracy (Skills for Life) and can provide you with skilled tutors who will be able to identify and facilitate a tailor-made programme for your employees based in the workplace.

Benefits for your business:

- Improved efficiency
- Increased staff morale
- Reduced costs for supervision
- Reduced staff turnover and absenteeism
- Faster response to innovation and change
- Improved customer relations
- Improved management/employee relations
- Enhanced profile for Investor in People award

Benefits for your employees:

- Improved job satisfaction and security
- Greater self awareness and improvement
- Improved promotion prospects
- Safer working environment
- Increased self-esteem

Courses on offer:

Literacy – For those who would like to improve their English reading and writing skills in the workplace, through practical and engaging training, leading to nationally recognised qualifications

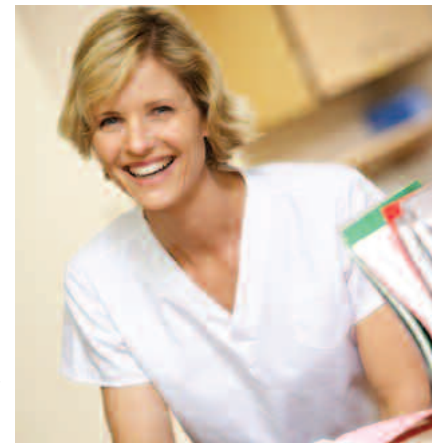
Numeracy – Qualifications for those wishing to improve their maths skills to support them within their work role

ESOL – Skills for Life and English for Speakers of Other Languages

Those workers who have English as a second language are able to access learning to improve their writing and speaking skills.

free apprenticeship training

Apprenticeships are one of the key tools identified for raising National skill levels. They offer a 'win win' situation – employers raise the skills of their workforce to recognised standards, resulting in increased efficiency and lower costs. People have 'real' paid work and receive training towards a nationally recognised qualification.



Free Apprenticeship Training

3

A Level 2 Apprenticeship takes approximately 12 months, while a Level 3 Apprenticeship can take up to 18 months.

Both frameworks include:

- National Vocational Qualifications – providing practical skills in specific occupational areas
- Key Skills Qualifications – transferable work related skills like IT, Communication, Application of Number, Teamwork, Problem Solving and Improving own Learning and Performance.

In Health and Social Care only Communication and Application of Number apply

- Technical Certificates – vocationally related qualifications that support the theory behind the practical learning of the NVQ. They assess occupational knowledge and understanding.

Apprenticeships are a mixture of on and off the job learning. County Training offers Apprenticeships to anyone over the age of 16, **there is no longer an upper age limit, as long as the individual is in employment for a minimum of 16 hours per week.**

All staff over the age of 16 – whether they are new recruits or existing employees can take advantage of this free training, providing they do not already have a degree level qualification.

Some time away from the workplace will be required depending on the occupational area and the individual. This will be established through an initial assessment.

Contact us:

For more info on Apprenticeships call **01743 255151**

Apprenticeships allow you to invest in your organisation's future. No matter how large or small your organisation, Apprenticeships give you the chance to develop the skilled staff your business needs. With the support of County Training, an Apprenticeship can make your organisation more effective, efficient, productive and competitive by addressing your skills gaps directly.

Benefits of an Apprenticeship

Improved productivity

Apprenticeships equip staff with the skills and knowledge to work within their particular roles more efficiently. As your staff become more motivated they work harder and more effectively for your business.

- **Motivated people** – As a result of their Apprenticeship, staff become more motivated and are keen to learn. This enthusiasm can also invigorate other staff members. Offering Apprenticeships, can help you recruit and retain the right people for your organisation.
- **Relevant training** – Apprenticeships are designed by businesses in your sector, to meet the needs of your industry. This means the training is always relevant and it is tailored to the needs of your sector by people who genuinely understand what you do.
- **Avoid skills shortages** – The Apprenticeship programme can identify your team's training requirements and structure your staff's development. This will help to grow your business and review skill gaps.

Apprenticeship training is free.

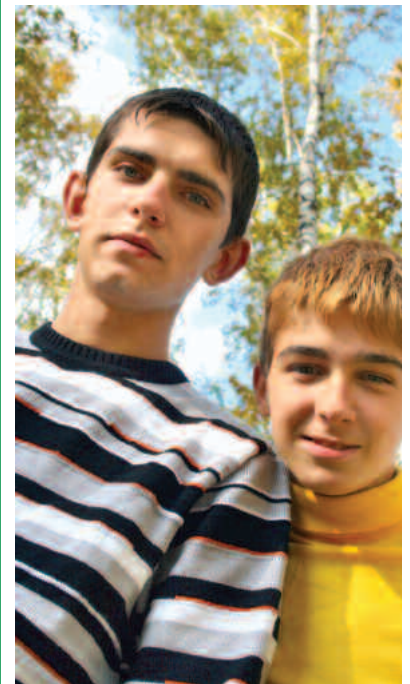
e2e

We also work with young people who are not yet ready for an Apprenticeship and who would benefit from a variety of support in a work-based environment. e2e caters for young people with a wide range of aptitudes, abilities and motivation.

Employers already involved in e2e report a range of significant benefits to their business, both in the private and public sectors. They include:

- **Cost savings on recruitment** – Employers are supported with training costs and those that subsequently employ an e2e learner after a work placement save on recruitment costs
- **Recruitment tool** – e2e provides a useful recruitment source and an opportunity to assess the suitability of learners as future employees – so in effect providing a low risk solution to recruitment
- **Training and development tool** – e2e provides high quality support for the trainees' learning and enables employers to train them to their needs
- **Good employees** – An e2e learner may develop into an excellent employee
- **Fills staffing and skills gaps** – e2e can help to address staff shortages and skills gaps
- **Expression of corporate social responsibility** – e2e enables employers to 'put something back' into the communities in which they do business

Employers are central to the success of e2e – **If you are an employer of young people, you may wish to consider the potential benefits that e2e offers and how you may be able to support individual e2e learners in your organisation.**



3

Contact us:

For more information on **e2e** call
01948 660100



national vocational qualifications (NVQs)

NVQs reflect the skills, knowledge and understanding an individual possesses in their job role. They provide flexible and effective frameworks for employers to train their staff towards qualifications. We have vast experience in the delivery of NVQs and our programmes are fully accredited.

Who are they for?

There are no formal entry requirements needed to start an NVQ, entry is dependant on past experience and current job requirements. NVQs are designed to meet the needs of industry and are structured to promote flexibility and choice for organisations.

Structure

NVQs are built up of units covering specific duties within an individuals job role. As a result it is possible for programmes to be designed around selected units in order to meet specific needs of the employer and the candidate. There are no formal examinations – candidates are required to collect evidence of competence. The source for evidence may include direct observation, a portfolio of documentary evidence, completion of work-based assignments and witness testimonies from colleagues.

Time Scale

There is no fixed time scale for completion of an NVQ (although in some cases, there may be time constraints where external funding has been accessed). This means that training can be tailored towards the specific circumstances of employers and candidates.

We employ peripatetic assessors who all use an electronic portfolio system to assess workers in all types of social care settings across Shropshire. This is with the aim helping them to gain their care award to meet requirements of the National Minimum Standards and assist with other qualifications within the care setting.

National Vocational
Qualifications
(NVQs)

4



Contact us:

For more information
on NVQ's call
01743 255151

NVQs Available:

Health and Social Care

Health and Social Care NVQ Level 2

This NVQ is for those working in a Social Care and Health setting. It is designed for full or part time workers, in the statutory independent and voluntary sector.

The qualification is relevant to those supporting adults of any age, in any setting. Examples of work role are Care Assistants, Domiciliary workers and Support Workers.

Health and Social Care NVQ Level 3 (Adults)

This NVQ is for those working in a Health and Social Care setting. It is designed for full or part time workers, in the statutory independent and voluntary sector.

The qualification is relevant to those supporting adults of any age, in any setting. Workers must be in a supervisory role and have some degree of autonomy. Examples of work role are Senior Care Assistants, Domiciliary workers and Support Workers.

Health and Social Care NVQ Level 3 (Children's Services)

This qualification is especially designed for senior members of health and social care staff or foster carers with considerable experience, working in the full range of care settings in the statutory, independent or voluntary services. This pathway is suitable for those who work in residential child care, foster care as well as in a health, youth justice and education setting.



Health and Social Care NVQ Level 4 (Adult)

This NVQ is for those working in a Social Care and Health setting. It is designed for full or part time workers, paid or voluntary, permanent or temporary as well as day or night workers.

The qualification is relevant to those supporting adults of any age, in any setting. Workers must be in a supervisory or management role. Examples of work role are Care Home Managers, Deputy Managers and Shift Leaders.

Health and Social Care NVQ Level 4 (Children's Services)

This award is intended for those people in supervisory or management roles and is especially designed for Social Care and Health staff in the full range of care settings in the statutory, independent or voluntary services. This pathway is suitable for those who work in residential child care.

Leadership and Management for (Adult) Care Services NVQ Level 4

For leaders and managers of care services. The qualification includes developing and maintaining systems and procedures to manage risks and ensure a healthy and safe environment, leading and managing effective communication, engagement and collaborative working with local networks, communities, organisations and individuals.

Business and Administration

Business and Administration NVQ Level 1

This qualification is for individuals working in an office or reception environment working on routine tasks under supervision.

Business and Administration NVQ Level 2

For those with more individual responsibility who may be more experienced administrators or secretaries. The qualification includes using IT systems, producing documents, preparing text and using the telephone.



Business and Administration NVQ Level 3

This is for those with extra responsibility who may supervise or coach others in your organisation. Individuals must have at least 12 months administrative experience. The qualification has units which cover planning and coordinating events, managing projects, researching, analysing and reporting information.

Business and Administration NVQ Level 4

This qualification is for managers or supervisors and includes units such as chairing meetings, managing risk, negotiating and agreeing budgets.

Customer Services

Customer Services NVQ Level 1

For those in customer-facing roles who want to boost their skills. It is suitable for all age groups; for those who have just started a job which is customer focused and for those who are about to change their career path. This level gives foundation to future progression in a customer service career.

Customer Services NVQ Level 2

This qualification is for individuals involved in delivering consistent and reliable standards of service to customers following company guidelines. They are able to take responsibility for their own work, which will include identifying and resolving customer service problems.

Customer Services NVQ Level 3

For those who have the scope to bring about permanent improvements in service delivery which will benefit customers and the organisation for which they work. The qualification covers improving customer relationships, monitoring and solving customer service problems and leading the work of teams and individuals to improve customer services.

Customer Services NVQ Level 4

This qualification is for those who manage customer service functions, who have more general management or technical responsibilities, or who occupy a specialist internal consultancy role within their organisation.



Contact us:
For more
information call
01743 255106

Hospitality and Catering

Food Preparation and Cooking NVQ Level 1

An introduction to basic professional cookery skills, aimed at those looking to develop their skills and gain a footing on the employment ladder. Content of the course includes basic preparation methods and basic cooking techniques e.g. steaming, boiling braising, frying, baking etc.

Food and Drink Service NVQ Level 1

An introduction to basic food and drink service aimed at those working front of house such as waiting-on staff. The qualification includes how to maintain a safe, hygienic and secure working environment and the essentials of customer care including promoting a positive image of your organisation, basic people skills and dealing with payments.

Food and/or Drink Service NVQ Level 2

Aimed at those looking to embark on an Apprenticeship to develop a career in this field. The course includes; setting up areas for different styles of food service, customer services, serving food and drink in different environments, cleaning down, and basic organisation of a food service operation.

Housekeeping NVQ Level 2

This provides those working in the industry with an accredited qualification, which recognises their skills. The course covers all aspects of cleaning within an establishment including working with chemicals and equipment.

Food Processing and Cooking NVQ Level 2

Designed for those working in quick service restaurants, and franchise operations. This qualification covers, the processing, cooking and presentation of basic dishes. Ideally suited to those working as part of a restaurant chain or school meal service, where standardised foodstuffs are transported to each restaurant from central locations.



Contact us:

For more
information call
01743 255147

4

Information Technology

ITQ Level 2

For those who are using IT as a significant part of their role. The qualification allows individuals to demonstrate their competence in the use of IT in the workplace. This includes a variety of skills from producing documents, and using artwork and imaging software – ideal for producing menus, to create, maintain and update files.

ITQ Level 3

This qualification is for advanced IT users, who use IT systems for the major part of their working day. Individuals will be experienced computer users with prior ICT knowledge.

For more information on ITQ and other IT courses available go to section 6.

Management

Management

Registered Managers

Team Leading

See Leadership and Management section 7



Many of our NVQs are fully funded by the Learning and Skills Council (LSC). To find out if your staff are eligible for free training please talk to our business development team who will be happy to discuss eligibility criteria relating to your business circumstances. Contact the business development team on 01743 255121 or email info@countytraining.com

short courses

in care - delivered by Joint Training

We share learning and development opportunities that are of relevance across the social care and health sector.

This promotes a shared understanding of roles and responsibilities and develops skills and care practices, promoting a high standard of care service. This will improve the experience for those needing care and for their carers.

This supports:-

- the implementation of new legislation
- policies and procedures
- evidence requirements for Knowledge Skills Framework (KSF), National Vocational Qualifications (NVQ), Continued Professional Development (CPD) and evidence for maintenance of registration
- the implementation of standards set by the Commission for Social Care Inspection
- Team and service developments

Service area – The focus for this work is the provision of learning opportunities for workers in community based services. We have training and development officers specialising in the following areas:

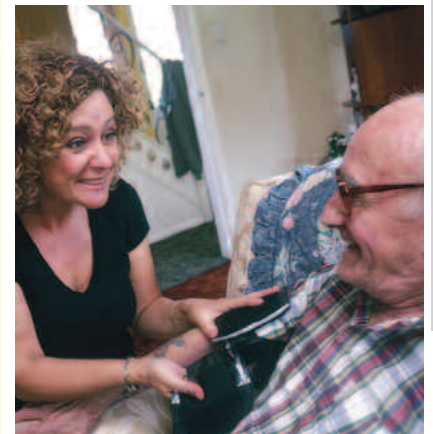
- older people, people with physical disability and/or sensory impairment
- adults with learning disabilities
- adults with mental health issues
- management of actual and potential aggression (learning, disability and older people and physical disability)
- Generic training e.g. Adult Protection, Infection Control, Health & Social Care Law, Deprivation of Liberty, Mental Capacity Act

Certification – Attendance certificates will be provided for evidence of underpinning knowledge for NVQ, CPD and KSF.

No charge for service users, Shropshire Council Adult Social Care staff, Shropshire County PCT, South Staffordshire and Shropshire Foundation Trust in Shropshire and Telford.

Short Courses
in Care

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Contact us:

For more information
on short courses call
01743 254733

Contact us:

Joint Training
Shropshire Council,
Winston Churchill House,
Radbrook Complex,
Radbrook Road,
Shrewsbury,
Shropshire SY3 9BL

Tel **01743 254 731**

Fax 01743 254 738

[www.shropshire.gov.uk/
schtraining.nsf](http://www.shropshire.gov.uk/schtraining.nsf)

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Adult Protection Awareness**

3.5 hours

Aim: To provide an:

- Introduction to issues surrounding the protection of vulnerable adults.
- Overview of the Multi-Agency Adult Protection Policy required by “No Secrets”

Objectives: To enable you to:-

- Define “vulnerable adult”
- Identify different types of abuse
- Know how to make a referral into the investigation procedure

Facilitator: Approved in house provider SC/SPIC.

Candidate: All workers in Social Care, Health, Housing and Independent sectors.

Adult Protection for Provider Managers**

7 hours

Aim: To clarify your role and responsibility in managing the Adult Protection referral process.

Objectives: By the end of the day you will be able to:

- State what puts an individual at a higher risk of being abused
- Identify areas in the work place where the risk of being abused can be abused
- Identify good practice in relation to promoting whistleblowing
- Practice the PEACE model of interviewing
- Identify good practice for disciplinary investigations
- Understand the difference between an adult protection referral and a POVA List/ISA referral

Identify your role and responsibility regarding:

- Disciplinary investigations
- The referral process
- Recruitment practice
- Supporting staff, service users and alleged abusers
- Whistleblowing

Facilitator: Approved in house provider SC/SPIC.

Candidate: Managers of Care Homes, Day Services and Domiciliary Services.

Adult Protection: Minute taking in Adult Protection Meeting*

7 hours

Candidate: Shropshire Council staff team secretaries working in Social Work teams, Community Mental Health and Substance Misuse teams.

Aim: To clarify your role within the adult protection process; familiarisation with adult protection paperwork; develop and practice minute taking skills.

Facilitator: Sarah Hollinshead-Bland, Adult Protection Manager.

Please note:

- * Shropshire Council staff only
- ** Only available to workers based in Shropshire

Adult Protection: Disciplinary Policy for Independent Sector Managers

7 hours

Candidate: Provider managers from the independent sector Shropshire and Telford.

Aim:

- To prevent abuse in the independent sector
- Reducing the need for a disciplinary investigation
- To promote safe recruitment practice
- To implement effective supervision systems
- To achieve robust disciplinary investigations

Facilitator: Sarah Hollinshead-Bland, Karen Littleford, Stephanie Holden and Judith McGillivray.

Adult Protection - The Role of the Investigating Worker

6 hours

Candidate: Social workers & nurses undertaking the role of investigating worker in the AP process. Shropshire Council, Telford Council, South Staffs and Shropshire Foundation Trust.

Aim:

- to understand your role and clarify procedures when conducting an adult protection investigation

Objective:

- understand what is involved in conducting a strategy discussion
- understand the links between the MCA and the role of the investigating worker
- understand the importance of the level of harm assessment and urgent action plan

- understand how to plan an investigation be more familiar with the completion of the required paperwork

Facilitator: Sarah Hollinshead-Bland, Adult Protection Manager, Shropshire and K Littleford, Shropshire Partners in Care.

Arts and Adult Mental Health workshop

The Project Group (Oswestry) Ltd is a social enterprise whose members work with Adult Mental Health Services. A day's training from The Project Group using case studies and practical examples of projects, gives you pathways for your own client group to engage in community projects and integration.

For more information about the Partnership and how they can be an asset to work being undertaken in Shropshire contact Delia Yapp, Sector Support Officer, Economic Regeneration, Shropshire Council Tel 01743 252597.

To register interest with The Project Group contact:

Josie Brett-Summors or Sue Iley Tel 01743 254 731 or e-mail sue.iley@shropshire.gov.uk

Asperger's Syndrome

6.5 hours

Candidate: Mental Health staff and agencies (including Housing) who work with people with Asperger's syndrome or high functioning autism.

Aim: Explore some of the main conditions of Asperger's syndrome (and high functioning autism) and their effects.

Objectives:

- To give insight into life with Asperger's syndrome or high functioning autism
- To offer simple, practical strategies to use when communicating or working with people with these conditions

Facilitator: Sara Heath ACE, Cert Ed, MEd. Lead Trainer in Asperger's Awareness, Eric Heath, Lived Experience Trainer, Autonomy Support Group.

Autism Awareness

7 hours

Candidate: Direct Care Staff and family carers working with Adults with Learning Disabilities.

Aim:

- Give a basic understanding of the nature of the condition and some insight into the difficulties faced by people who have this diagnosis

- Provide some simple strategies which will help staff manage difficulties associated with Autism and to improve communication with individuals who have this diagnosis

Facilitator: Mark Wakefield.

Bereavement and Loss - Learning Disability 6.5 hours

Candidate: Direct Care Staff working with Adults with Learning Disabilities.

Aim: Explore the bereavement loss process.

Objectives:

- Understand the bereaving process
- Look at the concept of death
- Explore ways to support service user
- Understand the importance of shared support, involving family and friends

Facilitator: Rev Jane Fraser.

Bereavement Workshop 6.5 hours

Candidate: Frontline workers of all disciplines.

Aim: Provide a theoretical framework to the grief process and consider key factors in supporting the bereaved person and the needs of the professional carer.

Objectives:

- Provide an objective approach when working with bereaved people
- Identify abnormal grief and know what to do
- Communicate effectively when working with the bereaved person
- Recognise your own reactions to grief and develop ways to manage this.

Facilitator: Alan Cooper and Jan Cooper BSc, SRN, DN, Stress Management Trainer.



Common Induction Standards 3.5 days

Candidate: This training is designed to guide new Care workers to comply with National Minimum Standards issued by the Department of Health, as set out as standards by Skills for Care (Adults).

Entry Requirements: Social Care workers new to the Care sector (Adults). All modules need to be undertaken.

Assessment Methods: Continual assessment through group activities. Workbook completed by learner, manager to assess.

Learning Opportunity Summary: Included in the range of training offered within the Common Induction Standards are;

- Understand the Principles of Care. Standard 1
- Understand the Organisation and the role of the worker. Standard 2
- Health & Safety. Standard 3
- Communicate Effectively. Standard 4
- Recognise and Respond to abuse and neglect. Standard 5
- Develop as a worker. Standard 6

The new standards are designed for people entering social care, and those changing roles or employers within adult social care. They are designed to be met within a 12 week period, and were developed to reflect recent changes to the NVQ requirements and the General Social Care Council Code of Practice. The General Social Care Council is currently consulting on the requirements for registration for social care workers.

Communication and Disability

3 hours

Candidate: All frontline staff working in health, housing and social care settings.

Aims: To enable you to communicate effectively with people who have difficulty communicating.

Aims:

- Demonstrate an understanding of “communication”
- Describe the role of the speech and language therapist within communication and how to access the service
- Identify when communication goes wrong
- Demonstrate ways of communicating effectively with people who have difficulty communicating
- Identify and use appropriate strategies and aids, to enable people to communicate decisions about their lives in line with the Mental Capacity Act 2005.

Facilitator: Shropshire PCT Speech and Language Team.

Counselling Skills for the Caring Professions 2 days

Candidate: Care co-ordinators, registered workers and workers in the independent, voluntary or housing sectors who work therapeutically with service users.

Aim:

- Examine the skills needed to use counselling as an addition to an already established profession
- Explore ways of learning and practising those skills
- Identify strategies for relating the learning to the participant's own roles and work settings

Facilitator: Sheila Cowie.

Dementia Awareness**6.5 hours**

Candidate: Frontline staff working in Health, Housing and Social Care.

Aim:

- Enable you to recognise signs and symptoms of Dementia.
- Increase your understanding of person centred care
- Improve your communication skills
- From case studies identify interventions which have been beneficial
- Identify support available and how to access it.

Facilitator: Marian Hassall, Staff Development Officer, Joint Training.

Dementia - Enabling Communication with People with Dementia**7 hours**

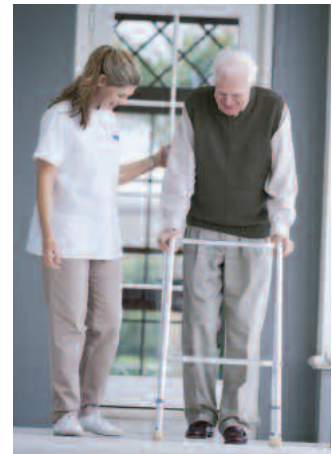
Candidate: Frontline staff working in Health, Housing and Social Care.

Aim: Provide opportunities for staff who work with people with dementia to explore practical ways to improve communication skills. Emphasis is placed on communication between staff to staff, service user to staff and staff to relatives/family.

Objectives: To enable you to:-

- Describe the principles of effective verbal and non-verbal communication
- Describe how dementia may affect the communication and behaviour of a person with dementia
- Explain how an environment can be modified to aid communication
- Explain the benefits of communicating effectively with a person with dementia
- Demonstrate a range of verbal and non-verbal communication skills

Facilitator: Denise Westwood – For Dementia Training.





Dementia Care: Introduction to Person Centred Planning Tools and Processes in Dementia Care

7 hours

Candidate: Those working in any Health, Housing or Social Care setting with Older People who experience symptoms of dementia.

Aim: Support staff in the area of person centred practice, emphasising the needs of older people experiencing change and transition in their lives.

Objectives: by the end of the day you will:-

- Gain knowledge and understanding of person centred planning tools and processes
- Have practical experience of using tools to implement person centred planning into your work practice
- Have the opportunity to enhance the process of information gathering to inform assessment

Facilitator: Denise Westwood – For Dementia Training.

Dementia and Learning Disability

7 hours

Candidate: Direct Care Staff and Carers of Adults with Learning Disabilities.

Aim: Provide an understanding of dementia and how it may affect a person with learning disability.

Objectives: By the end of the session learners will be able to:-

- Definitions of dementia
- Understand and recognise signs and symptoms of dementia
- Explain increased susceptibility to dementia in LD
- Describe the importance of diagnosis and prevention of misdiagnosis
- Identify the effect of dementia on the person, acknowledge people's history and lives
- Examine planning for ongoing support

Facilitator: Mary Johnson and Marian Hassall, Staff Development Officers, Joint Training.

Dementia - Managing changes in the person with Dementia

7 hours

Candidate: Frontline staff working in Health, Housing and Social Care.

Prerequisite: Dementia Awareness .

Aim: To enable you to respond appropriately to the changing needs of people with dementia.

Objectives: By the end of the session you will be able to:-

- Recognise behaviour as a way to communicate needs and feelings
- Apply approaches that enable you to identify with the person as an individual
- Describe the positive impact of person centred care
- Use tools and approaches that support the person through change, including a person centred risk assessment
- Identify links to the safeguarding agenda e.g. Mental Capacity Act and Deprivation of Liberty Safeguards

Facilitator: Denise Westwood – for Dementia Training.

Please note:

- * Shropshire Council staff only
- ** Only available to workers based in Shropshire

Deprivation of Liberty Safeguards Awareness * *

3 hours

The Deprivation of Liberty Safeguards will be introduced in April 2009. This course will provide an overview of the meaning of deprivation of liberty, how to avoid it where possible and how to authorise it where it is essential.

Candidate: For any staff working within a Social Care or Health setting, in particular those in hospitals or residential care homes.

Aim: To introduce the meaning of deprivation of liberty and the new Authorisation system.

Objectives: By the end of the session participants will be able to:-

- Explain what deprivation of liberty is
- Take practical steps to avoid a deprivation of liberty occurring
- Explain the circumstances in which a DOLS Authorisation may be needed
- Recognise that there are two types of authorisation
- Describe in summary the process for both applications
- Outline the roles of; assessors, relevant persons representative and IMCA's
- Link DOLS with the Adult Protection Procedures and make appropriate referrals
- Refer into the DOLS system for Shropshire
- Carry out their role in particular when an Authorisation is not given.

Facilitator: Lorraine Currie, Mental Capacity Act Implementation Officer.

Deprivation of Liberty Safeguards Implementation **

7 hours

Candidate: Senior Staff in the Managing Authority and Senior Staff in the Supervisory Body.

Aim:

- Prepare senior staff in Managing Authorities and Supervisory Bodies for the implementation of the Deprivation of Liberty Safeguards (DOLS) and to ensure that they are each aware of their specific roles and responsibilities

Facilitator: Lorraine Currie, Mental Capacity Act Implementation Officer.

Direct Payments Awareness for Everyone

3 hours

Candidate: Managers and Team Leaders from independent care agencies, Health Visitors, Community Nurses, OTs, Social Workers.

Aim: Provide an overview of how Direct Payments works to support your service users / patients / customers / clients.

Objectives: At the end of the session you will be able to:

- Describe what a Direct Payment is
- Explain who can and cannot access a Direct Payment
- Support your service user/patient/customer/client to request a direct payment
- Define the role of Penderels Trust

Facilitator: Penderels Trust.

Direct Payments Process for Implementation* 7 hours

Candidate: Care Co-ordinators, Social Workers, Case workers, Social Work Assistants, STR workers and Finance Clerks working in Adult and Carers Division.

Aim: Enable you to understand, apply and promote the use of Direct Payments for people with care needs in Shropshire.

Objectives: To understand:-

- Legislation regarding access, eligibility, how DP can be used, ability to manage and consent
- Support available through Penderels Trust in using Direct Payments. Including support available to professionals and to service users regarding recruitment, payroll, finance and peer support
- How to apply this learning to practice

Facilitator: Penderels Trust.

Disability Living Allowance - An Introduction 7 hours

Candidate: Social Workers, Social Work Assistants, Occupational Therapists, OT Assistants, Health Visitors, Voluntary Sector Advisors, Family Carers, Housing Officers.

Aim: Give an understanding of the main Disability Living Allowance rules and conditions.

Objectives: Understand the qualifying conditions for DLA

Facilitator: Majella O'Dwyer, A4U Action, Advice, Advocacy, Shropshire.

Please note:

- * Shropshire Council staff only
- ** Only available to workers based in Shropshire

Disability Equipment Awareness 3 hours

Candidate: Direct Care providers all settings.

Objectives:

- Increase knowledge of the range of Disability Equipment available
- Raise your understanding of safe use of equipment
- Enable you to spot faults and know how to report them

Facilitator: Shropshire Independent Living Partnership.



Domestic Abuse Awareness 7 hours

Candidate: Workers in Health, Housing and Social Care settings particularly those in joint teams or regularly working with other agencies.

Aim: Raise awareness of the issues involved in respect of domestic abuse and appropriate responses.

Objectives: To provide you with:-

- A definition as to what "Domestic Abuse" is
- Statistics
- An understanding of attitudes towards Domestic Abuse
- Ways of identifying abuse indicators
- An understanding of why victims don't leave
- An awareness of support agencies, their roles and how to access them

Facilitator: Marion Bedson - Community Safety, Christine Scott, Josie Brett-Summors, Marian Hassall - Joint Training.

Equalities Awareness – Values Based 7 hours

Candidate: All workers in Social Care and Health settings requiring values based awareness training.

Aim: To provide an opportunity to explore, identify and discuss some of the issues relating to equal opportunities and anti discriminatory practice.

Objectives: To enable you to

- Discuss issues relating to equalities
- Identify some of the effects and consequences of discrimination and benefits of having an Equalities Policy
- Clarify professional responsibility and promote anti – discriminatory practice into every day work and confront discrimination

Facilitator: Joint Training Staff Development.

Effective Supervision for Managers

14 hours

Candidate: Managers and Team Leaders in Social Care settings across the care sector.

Aim: Enable you to support your staff teams through effective supervision and promote best practice.

Objectives: Attendance on this course will help you to develop understanding and skills to:

- Improve your support systems and processes
- Develop, maintain and review effective supervision relationships
- Develop, maintain and review practice and support through supervision

Facilitators: Chris Roberts and Christine Scott, Social Care and Health Training.

Epilepsy – Introduction to Epilepsy

3 hours

Candidate: Direct Care Staff and Carers of Adults with a Learning Disability.

Aim:

- To explore some of the causes of Epilepsy
- To understand different types of epilepsy and seizures
- Understand treatments for epilepsy
- Understand care management of seizures and explore possible triggers

Facilitators: Conor Smyth, Community Nurse.

Falls Prevention Workshop

3 hours

Candidate: Community Support Officers in Fire, Ambulance and Police. Rehab technicians, healthcare workers in interdisciplinary teams, community matrons, health visitors, care workers, domiciliary care provider workers, housing scheme managers, workers in the voluntary sectors.

Aim: To raise awareness of falls prevention.

Objectives: By the end of the workshop you will be able to:

- Use FAST - Falls Assessment Screening Tool to identify falls risk
- Identify appropriate action and how to access further support
- Use your awareness of falls prevention to help people make small ongoing changes to reduce risks
- National Service Framework Standard 6

Facilitators: Sue Herrick, Occupational Therapist and Falls Prevention Practitioner for Shropshire PCT. Sandy Lockwood, Physiotherapist and Team Lead for Falls Prevention Service for Shropshire.



Health and Social Care Law: An overview of the Legal Framework in which you work

7 hours

Candidate: Managers of provider services. Qualified and/or experienced workers in assessment teams to refresh and update.

Aim:

- Provide you with information so that you can practice and provide care services within the legal framework
- Consider the holistic experience of the service user

The information given and issues discussed will include:

- Background
- Provision of services
- Duty to act reasonably
- Rights of the Service User
- Direct Payments 1996
- Mental Health Act 1983
- Reviewing the Assessment
- Carers (Recognition and Services Act 1995)
- Mental Health (Patients in the Community) Act 1995
- Interdisciplinary working
- Complaints
- Recent Case Law and influence on policy and practice

Facilitators: John Williams, Professor of Law and Criminology, University of Wales. This session will be in lecture format with opportunities for discussion and to ask questions.



Healthy Eating and Oral Health for Older People

3 hours

Candidate: Direct care providers, family Carers and those purchasing or preparing food on behalf older people.

Aim: Raise awareness and knowledge of the issues affecting healthy eating and older people.

Objectives: To enable an understanding of:-

- How key government healthy eating messages relate to older people
- How age-related conditions and their treatment impact on older people's ability to eat healthily
- How social and cultural influences affect older people's eating patterns and choices
- Where to find evidence based information and knowledge to further develop your understanding of healthy eating
- Your role in supporting and encouraging older people to adopt healthy eating behaviours

Facilitators: Staff Development Officers – Social Care and Health Training. Medicines Management Team – Shropshire County PCT. Oral Health Promotion Team – Shropshire County PCT.

HIV and Hepatitis Awareness

3 hours

Candidate: Frontline workers in Health, Housing and Social Care.

Aim: Improve your understanding of HIV and AIDS and Hepatitis A, B and C and help you to understand issues of infection control and how this may impact on your interaction with service users.

Objectives: To enable you to understand:-

- What HIV and AIDS and Hepatitis A, B and C are
- How common this is
- How infections are passed and how to control this
- How people with these infections can access services

Facilitators: Alison Sutton, Athene Education.

Independent Living Fund *

7 hours

Candidate: Social Workers, Care Managers and Social Work Assistants.

Aim: Provide you with a broader understanding of the Independent Living Fund.

Objectives: To enable you to:-

- Know how the ILF works
- Understand what the eligibility criteria is
- Understand the funds review and assessment process
- Know how the ILF fits into supporting independent living

Facilitators: Carole Croxford - Team Manager Older People and Physical Disabilities.

Please note:

- * Shropshire Council staff only
- ** Only available to workers based in Shropshire

Infection Control - Everyone's Business **3 hours**

Candidate: Frontline workers in Health, Housing and Social Care. Content covers mandatory training for PCT staff.

Aim:

- Enable carers to develop safe infection control practices in the home and understand how infection is spread
- Raise awareness surrounding particular infections – MRSA, enteric, airborne and blood borne infections
- Enable carers to apply standards of personal hygiene and protection to prevent cross infection and understand the role of environmental hygiene in prevention of cross infection

Facilitators: Jill Hassall, Shropshire Partners in Care.

Key Working – Learning Disability **6 hours**

Candidate: Direct Care Staff of Adults with Learning Disabilities.

Aim:

- Provide an understanding of the key worker role and its importance
- To promote good recording skills

Facilitators: Mary Johnson, Staff Development Officer, Learning Disability.

**Learning Disability Qualification - City & Guilds
Certificated (previously LDAF)** **8.5 days over 12 weeks**

Candidate: New Starters, Direct Care Staff, Learning Disabilities.

The award consists of:

- City & Guilds registration
- Facilitated learning and learner participation in workshops



- Learner support through facilitator and mentor/manager
- Learner completion of a work book
- Assessment of learning via marking of workbook
- City & Guilds certification

The learner modules are:

Introduction to LDQ – understand the delivery and content of the award and the responsibility of the learner, manager and mentor.

Unit 101 Principles of learning disability support.

Unit 202 Your role as a learning disability worker:

- Communication and recording
- Social Care practice

Unit 203 Health and Safety in a Learning Disability Service:

- First Aid (meets HSE appointed person requirements)
- Moving and Handling (meets HSE requirements)

Unit 204 Protecting people who have learning disabilities from abuse.

Final workshop

Facilitators: M Johnson - Staff Development Officer, Learning Disability.

Long Term Conditions – Promoting Independence through your Support for the Management of Long Term Conditions (NSF Standard 2 Person Centred Care) **7 hours**

Candidate: Workers from Social Work, Nursing or Care who have regular involvement with people with long term health conditions – all service areas.

Aim: Enable understanding of the philosophy and develop skills to put into practice.

- Sharing perceptions of living with long term health conditions
- How self-management skills can make a difference to the people we work with
- Changing the way people think and how it can improve the way we feel and behave
- Increase confidence to enable people to make informed choices
- Using action planning and problem solving skills to empower people with long term conditions
- Identifying barriers to good communication

- Make a long term plan to increase your support to people who self manage their condition
- Creating a self-management tool kit

Facilitators: Pauline Ibbotson and Jo Pearson from the Expert Patients Programme.

Making Decisions – The Legal Dimension 7 hours

Candidate: Managers, Social Workers, Nurses and Occupational Therapists. Those workers involved in the decision making process.

Aim: Discuss and answer the following questions:

- What is the legal environment within which we make decisions?
- How will the 'lawfulness' of our decisions be measured?
- How can decisions be challenged?

Discussion to include:

- Legislation, Guidance, Common Law
- Risk, Negligence, Confidentiality
- Challenge, Reasonableness, Complaint
- Ombudsman, Judicial Review, Records

Facilitators: John Williams, Professor of Law & Criminology, University of Wales.



Management of Actual and Potential Aggression (MAPA) duration see below

Candidate: All staff working in Learning Disability and Older Peoples Services who routinely work with service users who present behaviour which challenges us.

Aim: To equip candidates with the knowledge, understanding and skills to enable them to manage necessary physical contact in a more safe and effective way.

Objectives: To enable you to:

- Recognise the theory and legislation relevant to this topic
- Describe the role of value base in relation to physical interventions
- Identify strategies to promote safe practice
- Demonstrate skills appropriate to your workplace

The level required is identified by a Risk Assessment completed by your manager

- 1 Day - Personal Safety
- 2 Day - Induction Course
- 3 Day - Foundation Course

Facilitators: Anna Gillions (LD), Dave Wilkinson (OP/PD) and accredited trainers from operational services.

Cost: £35 day (available only to staff working in Shropshire and Telford and Wrekin organisations).



Maximising Income for Older People

6 hours

Candidate: Workers in Health and Care sectors needing a working knowledge of financial benefits available e.g. Health Visitors, Social Workers, Community Nurses, Care Agency Managers, Care Administrators.

Aim:

- Provide a focus on financial benefits available for Older People and their Carers

Objectives:

- Increase your knowledge of benefits available, enabling you to identify and access benefits appropriately
- To maximise income for older people and their carers

Facilitators: Wendy Richards, Age Concern Benefits Officer.

Mental Capacity Act Awareness* *

2 hours

Candidate: All workers in Social Care, Housing, Independent Sector, PCT and Health.

Aim:

- Introduce participants to the key messages of the Mental Capacity Act 2005
- Explore the implications for different service areas

Objectives: To enable you to:

- List the five guiding principles and apply them to individual roles
- Explain what it means to lack capacity
- Identify who needs to use the Code of Practice and where to find it
- Identify who a decision maker is
- Describe the role of an IMCA and know how to contact them
- Recognise that there is a new offence of neglect or ill treatment
- Explain briefly about the new Court of Protection, Deputies and Lasting Power of Attorney

Facilitators: MCA Implementation Officer.

Mental Capacity Act – Principles into Practice* *

3 hours

Candidate: Any workers in Social Care, Housing, Independent Sector, PCT and Health who may be required to make decisions about a person's capacity, or who provides care and/or treatment to people who lack capacity to consent.

Prerequisite: Mental Capacity Act Awareness

Aim: Enable you to apply the principles of the Mental Capacity Act to practice.

Objectives: By the end of the session you will be able to:-

- Explain the meaning of decision maker
- Recognise situations where you are the decision maker
- Identify who has to regard the code of practice
- Use the code of practice to guide decision making
- Relate the code of practice to a variety of situations applicable to working with people who may lack capacity
- Use the 'Assessment of Capacity' checklist
- Use the 'Best Interest Decision Making' checklist
- Identify when to involve an IMCA and appreciate their specific role
- Recognise valid advance decisions
- Begin to apply the procedures for settling disputes

Facilitators: MCA Implementation Officer.

Please note:

- * Shropshire Council staff only
- * * Only available to workers based in Shropshire

Mental Capacity Act - Exploring the Legal Dimensions* *

7 hours

Candidate: Workers who manage staff in any setting who are carrying out assessments of capacity, who need to ensure that advance decisions are valid, are involved with property and finance decisions on behalf of people who lack capacity, investigate complaints or Chair Adult Protection meetings.

Prerequisite: Mental Capacity Act Awareness.

Aim: Enable people to practice within the legal framework of the mental capacity act.

Objectives: By the end of the course participants will be aware of the implications of the new public bodies and services created by the mental capacity act and have had an opportunity to discuss the following areas:

- The new Court of Protection, judges and functions
- The new criminal offences

- The role of the Public Guardian
- Protection from liability for staff
- Court appointed deputies and roles
- Advance directions
- Resolving disputes

Facilitators: John Williams, Professor of Law & Criminology, University of Wales.

Mental Capacity Act - Sharing Practice Workshop**

3 hours

Candidate: Social Workers and Nursing staff carrying out assessments of capacity and making best interests decisions.

Aim: Support practitioners as they develop experience of assessing capacity and making best interests decisions.

Objectives: This workshop will provide an opportunity to discuss current cases, share practice and develop shared solutions to difficult situations.

Facilitators: Lorraine Currie, MCA Implementation Officer.

Numbers limited. Participants should be able to bring along case scenarios for discussion (confidentiality respected).

Mental Capacity Act – Policies and Procedures Workshop**

7 hours

Candidate: Managers and senior staff in residential settings and domiciliary agencies. Any staff in similar settings who are responsible for policies and procedures.

Aim: Begin the process of ensuring compliance with the requirements of the Mental Capacity Act.

Objectives: To enable you to:

- Share experiences of amending documentation in line with the MCA
- Identify necessary changes to policies and procedures to ensure compliance with the MCA
- Begin the process of amending policies and procedures
- Identify further work needed to develop an action plan for completion

Facilitators: Lorraine Currie, MCA Implementation Officer

Mental Health – Introduction to Adult Mental Health

3 hours

Candidate: Workers who want to know how mental health can affect people and how to respond.

Aim: Increase your knowledge and improve confidence in working with people with mental health issues.

Objectives: To provide you with:

- A basic understanding of some common mental health problems
- Ability to recognise the effect that they have on the person
- Awareness of positive approaches
- Knowledge as to how to access available help

Facilitators: Josie Brett-Summers, Staff Development Officer, Mental Health

Please note:

- * Shropshire Council staff only
- ** Only available to workers based in Shropshire

Multiple Sclerosis Awareness

3 hours

Candidate: Direct care providers from Social Care or Health settings, refresher and update for registered workers.

Aim:

- Explain what Multiple Sclerosis is, types and who it affects and how
- Identify problems that arise, physical, psychological and emotional and also the impact on daily life
- Explore ways to improve symptoms and solve problems, considering team working, symptom management, physiotherapy and wider issues
- Answer your questions

Facilitators: Kate Watkiss and Denise Cooper, MS Specialist Nurses.

Parkinson's Disease: Towards an Understanding of Parkinson's

3 hours

Candidate: Workers requiring general awareness in all Health, Housing and Social Care settings.

Aim:

- Increase your knowledge and understanding of Parkinson's Disease
- Better understand the needs of people living with and caring for people with Parkinson's
- Identify challenges associated with the symptoms of Parkinson's, the side effects of the medication and to dispel myths surrounding Parkinson's



- Consider the resources available, including the role of the Parkinson's Disease Society, to improve quality of life for people with Parkinson's and their carers

Facilitators: Parkinson's Disease Society.

Person Centred Practice, Application in Social Care and Health (NSF Standard 2 Person Centred Care) **7 hours**

Candidate: Direct Care staff and provider managers in social care and health. Family carers (no charge), housing and independent and voluntary sector workers who support older people, people with physical disabilities, and learning disabilities.

Aim: To support people in looking at person centred practice within their work role.

Objectives: At the end of the session learners will have:-

- Explored the context of person centred practice
- Discussed underpinning legislation
- Looked at values that support person centred practice
- Experienced using person centred tools to support practice
- Have practical experience of using tools to implement person centred planning in the work place.

Facilitators: Mary Johnson and Marian Hassall, Staff Development Officers, Joint Training Team.

Person Centred Approaches and what this means to me – Service User training **5 hours**

Candidate: Service Users with Support Workers assisting them if appropriate.

Aim:

- Explore what person centred approach means
- Explore rights
- Explore values
- Look at how person centred practice links to support plans
- Look at the importance of communication

Facilitators: Mary Johnson, Staff Development Officer Learning Disabilities.

Personal Care Skills

3 hours

Candidate: Direct care providers, new starters update.

Aim:

- Promote good practice in the provision of personal care
- Develop skills in care provision to enable people with care needs to maintain their personal hygiene, continence, mobility and nutrition
- Apply learning to practice through case studies

Facilitators: Jan Cooper, Janus Training.



Personality Disorder

3 hours

Candidate: Mental Health Services staff, Voluntary and Independent Sectors who provide services to Mental Health Service Users, Mental Health Service Users and Family Carers.

Aim: Enable you to understand what is meant by the term 'Personality Disorder' and to identify ways in which you can work with those who are diagnosed with Personality Disorder.

Objectives: By the end of the session you will be able to:-

- Describe the definitions and clusters used in the diagnosis of Personality Disorder
- Understand the service users' perspective
- Use approaches and models that can be of help

Facilitators: Josie Brett-Summors, Staff Development Officer, Mental Health.

Police and Criminal Evidence Act - Appropriate Adult PACE Training

7 hours

Candidate: Mental Health Services Staff who may be called upon to act as an 'Appropriate Adult'.

Aim: Familiarise staff with the implications of the Appropriate Adult role as required in the Police and Criminal Evidence Act and associated Codes of Practice in relation to detention, questioning and identification of mentally disordered or learning disabled persons in Police custody.

Objectives: By the end of the day participants will be able to -

- State legislative requirements of PACE Act
- List duties of Appropriate Adult

- Demonstrate knowledge of principles of supporting a person in interview
- Understand new knowledge can be applied in practice

Facilitators: Sally Plumb, Mental Health Training Group.

Professional Boundaries

3.5 hours

Candidate: Workers in Health, Housing and Care Settings who have direct contact with Service Users/Patients.

Aim: Improve working practices and guide personal and professional behaviour by exploring issues related to boundaries when working with service users / patients.

Objectives: To enable you to:-

- Identify the boundaries which are present in your work area
- Identify policies and guidelines which help
- Discuss issues of interpreting boundaries and confidentiality

Facilitators: Alison Sutton, Athene Education.

Profound and Multiple Learning Disabilities

7 hours

Candidate: Direct Care staff and provider managers working in health and social care, supporting people with profound and multiple learning disabilities.

Aim: Provide an opportunity for staff to examine and support needs of people with profound and multiple learning disabilities.

Objectives: To enable you to:-

- Explore changing service user needs in respect of profound and multiple learning disability
- Visit their values in relation to profound and multiple learning disability
- Discuss existing support
- Examine guiding legislation
- Explore intensive interaction as a means of communication; look at actions for continued support

Facilitators: Mary Johnson, Staff Development Officer, Learning Disabilities.

Recording with Care

3.5 hours

Candidate: New workers in Mental Health, Support Time and Recovery workers, Recovery and Social Inclusion workers. New workers in Older People, Physical Disability and Sensory Impairment services who record service user information.

Aim: Improve knowledge and skills for recording information in the workplace.

Objectives: To enable you to:-

- Understand the main purposes of recording in social care and health
- Know how to write effective records in line with current legislation
- Apply good practice in recording with reference to the principles of plain language and anti-oppressive practice

Facilitators: Staff Development Officers from Social Care and Health Training, Community Services.

Recording: For the Record – Case Recording Skills for Registered Workers (Statutory Sector) 7 hours

Candidate: Care Managers in Assessment roles - Social Workers / assistants, nurses in joint teams all service areas.

Aim: Develop staff skills in the effective management, presentation and sharing of records and reports appropriate to the service intervention.

Objectives:

- Recognise the importance of recording for the agency and the service user
- Maintain accurate, complete, accessible and up to date records and reports
- Provide evidence for judgements and decisions.
- Implement legal and policy frameworks for access to records and reports
- Share records appropriately with individuals, families and carers
- Identify the impact of selective perception on observation and recording
- Reflect the service user's perspective and views in the case record
- Distinguish fact from opinion and provide an assessment and analysis of information
- Maintain a clear focus in the case record, identifying the need for service, service goals and plans, service activities and the impact of services on the service user

Facilitators: Liz O'Rourke, LOR Training Consultancy.



Recording: Skills for Provider Managers - what you need to know!

3.5 hours

Candidate: Managers and deputies of care provider services in all service areas.

Aim: Enable you to carry out your role as Manager with regard to record keeping.

Objectives:

- Describe the legislation, values and guidance that underpins recording practice
- Identify the different types of recording
- Explain your role as manager to those who you supervise in respect of recording
- Discuss monitoring and reviewing processes with regard to person-centred care process, delegation and sharing records
- Recognise the power of language, anti discriminatory records

Facilitators: Staff Development Officers from Joint Training.

Record Keeping - Health Care Professionals

Work is taking place to develop a training session for registered health care professionals in the statutory and independent sector. We will keep you informed of developments. Please ring if you would like further information.

Risk Assessment Awareness

3 hours

Candidate: Workers in Health, Housing and Social Care requiring an awareness of this subject.

Aim: Improve practice with regard to Risk Assessment.

Objectives: Raise awareness of your responsibilities with regard to:

- The legal obligations
- How to carry out risk assessment
- Recording the information

Facilitators: Dave Mann, Health and Safety Training Officer.

Sensory Impairment Services Awareness

3 hours

Candidate: All workers, all settings requiring a basic understanding.

Aim: Enable you to provide a sensitive and appropriate service for people with sensory impairment.

Objectives: By the end of this session you will:

- Have an awareness of the impact of sensory impairment on the person
- See and experience a range of equipment to support the person
- Understand the role and function of the Technical / Rehabilitation Officers
- Understand the role of the Sensory Impairment Service, when and how to access this

Facilitators: Sensory Impairment Service.

Stroke - Caring for People Affected by Stroke 7 hours

Candidate: Direct Care providers older people and physical disabilities, all settings.

Aim: Provide workers caring for people affected by stroke with knowledge and understanding about stroke and to enable workers to develop skills for care practice by exploring the following:

- What is a stroke? Cause, effects, needs
- Comfort - positioning, movement, continence, quality of life
- Swallowing, oral care and nutrition
- Communication
- Psychological effects
- Shropshire's local Stroke Care Pathway

Facilitators: The Stroke Association, and Linda Babb Shrop PCT.



5

Walking Aids Awareness (formally Mobility Aids Awareness)

3 hours

Candidate: Direct Care providers all settings.

Aim:

- Recognise a range of walking aids and be able to advise on correct use
- Recognise which equipment may be suitable for a particular client and why
- Recognise faults in equipment and respond accordingly

Facilitators: Shropshire Independent Living Partnership.



ICT training

ICT is now at the heart of every organisation and yet many employees do not have the IT user skills they need

Research conducted by e-skills UK shows that more than 90% of new jobs in the UK require the use of Information Technology, yet more than half of UK employers feel that their staff do not have sufficiently developed IT skills.

Our training courses consist of learning materials and workshops with professional tutor support. Through learndirect there is also the possibility of using on-line resources at one of our Training centres, at work or from the comfort of you own home.

We provide small class sizes with a maximum 8 learners per tutor, and offer a roll on roll off programme. This means our learners can commence their training at any time during the year, unlike many other learning establishments where learners have specified enrolment dates to begin their training.

County Training is accessible to anyone who would like to embrace the opportunity to raise their IT skills to improve their career development.



ICT Training

6

Courses are offered at Beginners, Intermediate or Advanced level.
Beginners – for learners who have no prior knowledge of the software
Intermediate – for learners who have some working knowledge of the software
Advanced – for learners who can use the software competently but wish to expand the range of skills and knowledge.

Contact us:

For more information
on ICT training call
01952 605983

ICT Training courses:

Course Title	Page
European Computer Driving License - Intermediate	49
ECDL syllabus 4.5	13 x 3 hour sessions 7 x 3 hour sessions Test Only
ECDL Advanced	49
Word Processing	
Spreadsheets	
Presentations	
Databases	
CLAiT - Beginners	51
New CLAiT 2006 Certificate	
New CLAiT 2006 Diploma	
Text Processing – Beginners, Intermediate, Advanced	51
Text Production	
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Audio Typing	
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ITQ Level 1	
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Short Microsoft Courses	54
MS Word – Beginners, Intermediate, or Advanced	
MS PowerPoint – Beginners or Intermediate	
MS Excel – Beginners, Intermediate, or Advanced	
MS Access Beginners, Intermediate	

The above short courses can be extended to accommodate additional individual requirements if necessary

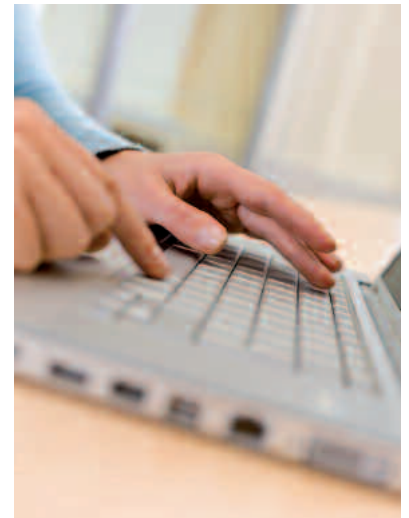
ECDL – Syllabus 4.5

ECDL is the most widely recognised computer qualification in the workplace. Organisations are using this qualification as a benchmark for the computer skills of employees. This course is aimed at those who use IT in the workplace. Previous use of Microsoft Office is recommended.

Course content:

- Module 1 Basic Concepts of IT
- Module 2 Using the Computer and Managing Files
- Module 3 Word Processing
- Module 4 Spreadsheets
- Module 5 Database
- Module 6 Presentation Skills
- Module 7 Internet and E-mail

Course Duration: 39 Hours Tutor Support – 45 Hours Self Study



ECDL Advanced

Word Processing

Course content:

The course requires the use of the word processing application to produce what are deemed to be advanced word processing document outputs, illustrating sophisticated typographical, formatting and layout presentations, including tables forms or graphics. The course also includes using tools such as macros and more advanced mail merge operations.

Course Duration: 6 Hours Tutor Support – 20 Hours Self Study

Assessment: A formal examination of 1 hour

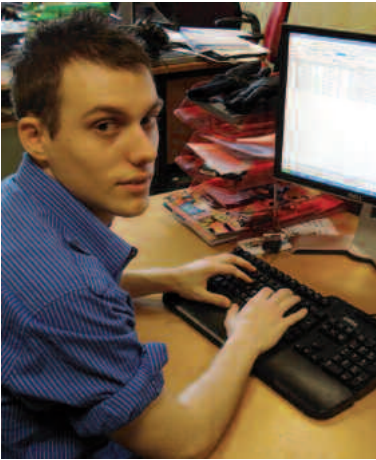
Spreadsheets

Course content:

The course requires the use of the spreadsheet application to produce what are deemed to be advanced spreadsheet outputs including editing and enhancing numerical text and graphical data. Creating queries, sorting and linking data. carrying out advanced formatting and presentation operations on charts and graphs. Using logical, statistical or mathematical functions and operations. Using available analysis and audit tools and to run and record simple macros.

Course Duration: 6 Hours Tutor Support – 20 Hours Self Study

Assessment: A formal examination of 1 hour



Presentations

Course content:

The course requires the candidate to understand some of the principle areas to consider when planning and designing presentations. The candidate shall be able to realise much of the potential of the presentation tool and produce outputs using advanced formatting and layout techniques and the use of multimedia effects. The candidate shall be able to create advanced charts/graphs and be able to enhance the presentation by using drawing and image tools to modify drawn objects and images. The candidate shall also be able to create and use macros within the presentation application.

Course Duration: 6 Hours Tutor Support – 20 Hours Self Study

Assessment: A formal examination of 1 hour

Databases

Course content:

The course will help the candidate get more from the database application by giving you the skills to use the many advanced tools available on database applications to better manage and organise structured information. The course covers how to produce better reports with deeper data analysis, produce higher quality management information, use advanced features in table, report design, use macros within the database application and how to import, export and link data

Course Duration: 6 Hours Tutor Support – 20 Hours Self Study

Assessment: A formal examination of 1 hour

New CLAiT 2006 Certificate/Diploma

The course is designed for those wishing to equip themselves with the basic transferable skills necessary to meet the demands of the modern workplace, and will prepare for progression to further training and accreditation.

Course content:

There is a choice of units available within the qualification, which will allow the candidate to design an appropriate course for their individual needs.

Mandatory Unit

Unit 1 File Management and e-document Production

Optional Units

Unit 2 Creating Spreadsheets and Graphs

Unit 3 Database Manipulation

Unit 5 Create an e-Presentation

Unit 8 Online Communication

Course Duration:

CLAiT Certificate 24 Hours Tutor Support and 12 Hours Self Study

CLAiT Diploma 30 Hours Tutor Support and 30 Hours Self Study

Assessment:

Assessment for each Unit is by a practical assignment with a notational duration of 2.5 hours.

The completion of the Mandatory Unit and 2 Optional Units will gain the CLAiT Certificate for IT Users.

The completion of the Mandatory Unit and 4 Optional Units will gain the CLAiT Diploma for IT Users.

Individual Units are also certificated if required.

Text Processing

Text Production

Course content:

The course is designed to improve keyboard skills and introduce the correct layout for a business letter, memo and report or article. The candidate will also learn common proof correction signs and abbreviations commonly used within an office environment.

Course Duration: 3 Hours Tutor Support – 27 Hours Self Study

Assessment: A formal examination of 1 hour 15 minutes

Word Processing

Course content:

The course covers the production of:

- A notice for display
- An article or report
- A table with columns/subdivisions
- A standard document
- A letter or a memo

Course Duration: 3 Hours Tutor Support – 27 Hours Self Study

Assessment: A formal examination of 1 hour 45 minutes

Audio Typing

Course content:

The formal assessment covers the production of four documents from recorded speech. The documents are:

- A letter
- A memo
- A report including a 3-column table
- A notice for display

Course Duration: 3 Hours Tutor Support – 27 Hours Self Study

Assessment: A formal examination of 1 hour 30 minutes

Presentation

Course content:

The formal assessment covers the production of four documents including the preparation of a master slide. The documents include the following skills:

- Create four slides including an organisation chart and printout in outline view
- Amend the slides and print audience notes
- Add further slides and incorporate graphics and charts and print multiple slides
- Add speaker's notes

Course Duration: 3 Hours Tutor Support – 27 Hours Self Study

Assessment: A formal examination of 1 hour 30 minutes

Mail Merge

Course content:

The formal assessment covers the production of four documents that include the following skills:

- Access and amend an existing data file
- Create a new data file
- Prepare two standard documents inserting merge codes
- Carry out two selected merges

Course Duration: 3 Hours Tutor Support – 27 Hours Self Study

Assessment: A formal examination of 1 hour 30 minutes

Speed Typing and Keyboard Skills

Levels 1, 2, & 3

Course content:

The course includes keyboard and speed practice to be undertaken away from the learning provider and one tutored session covering a touch-typing test and keyboard shortcuts.

Learning is recommended by studying for 1 hour a day, from your induction session to your agreed test date.

Course Duration: 3 Hours Tutor Support – 37 Hours Self Study

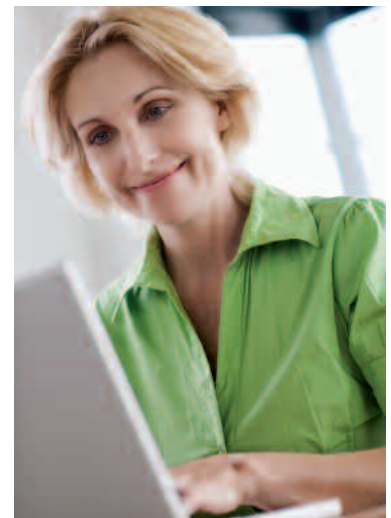
Assessment: A speed typing examination

Information Technology Qualification (ITQ)

ITQ is an innovative new qualification for people using computers at work. Its unique 'pick & mix' design makes it ideal for the workplace, allowing employees to demonstrate a full spectrum of different skill levels in just one qualification. The flexibility of ITQ means you can mould the qualification to fit individual job profiles. It is suitable for anybody who uses IT as part of their job.

How does it work?

Each of the 16 units has been assigned a value – 5, 10, 15, 20, 25, 30 or 35 points depending on the complexity of its content. To complete the full ITQ qualification, candidates will need to achieve a minimum total of points: 40 points for a level 1 qualification, 100 points for level 2, and 180 points for level 3.





Can we do any combination of units?

Almost – the only restrictions are the inclusion of one mandatory unit (marked in bold) and that 60 per cent of the points must come from units at the level of the qualification being achieved. For example to achieve a level 2 ITQ 60 per cent of the required points must be generated from units at level 2.

In fact, you can even use units from other qualifications including e-Equals, to count towards City & Guilds ITQ.

How will it meet the needs of your company?

One of the units is a bespoke unit, which can be customised to fit your own particular requirements. This means that you'll be able to tailor it to your own specific applications.

**A self-assessment diagnostic is available on request.
For further information or to request a booking form
please contact: 01952 605983**

Short Microsoft Courses

Using Microsoft Word - Beginners

Course content:

- Starting MS Word
- Document window: identifying the main elements
- Creating a new document
- Opening existing documents
- Saving a document
- Print a document
- Enter text, numbers and symbols
- Deleting text, numbers and symbols
- Creating new paragraphs and soft line breaks
- Formatting
- Inserting, copying and moving text
- Creating a simple table
- Changing page orientation and setting margins
- Using Help function

Prior Knowledge: Basic knowledge of using a keyboard and mouse.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support

Using Microsoft Word - Intermediate

Course content:

- Editing and printing
- Formatting
- Tables
- Pictures, images and other objects

Prior Knowledge: The completion of the self-assessment form to show competence at intermediate level.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft Word - Advanced

Course content:

- Editing – Text
- Editing – Paragraph
- Templates
- Layout
- Forms
- Images
- Mail Merge
- Macros

Prior Knowledge: The completion of the self-assessment form to show competence at intermediate level.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft PowerPoint - Beginners

Course content:

- Overview of PowerPoint
- Launching and closing MS PowerPoint
- Starting a new presentation
- Selecting an Auto Layout slide
- Using Master slide
- Change View Options
- Creating slides

- Demoting and promoting items on a bulleted list
- Applying slide transition
- Saving a presentation

Prior Knowledge: Basic knowledge of using a keyboard and mouse.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft PowerPoint - Intermediate

Course content:

- Create and use a Master Slide
- Number slides
- Add shapes and free-drawn lines
- Rotate/flip an object/free-rotate an object
- Change objects attributes: colour, line type, apply shadow
- Use copy/cut to copy/move slides/text/images within presentation(s)
- Change the order of slides/delete slides
- Add notes to slides
- Create and modify an organisational chart
- Create different kinds of chart/graph
- Add slide transition and preset animation
- Start and save a slide show

Prior Knowledge: The completion of the self-assessment form to show competence at intermediate level.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft Excel - Beginners

Course content:

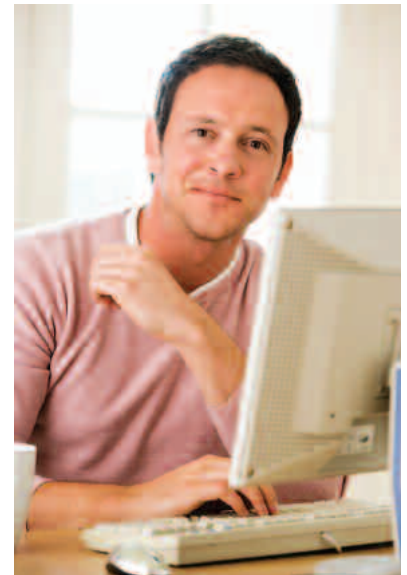
- Starting MS Excel
- Document window: identifying the main elements
- Creating a new document
- Opening existing documents
- Saving a document
- Using a Preview option
- Print a document
- About Worksheets and workbooks
- Enter text and other data

- Basic rules of spreadsheets mathematics
- Replicating calculations
- Number formats
- Formatting cells
- Rows and columns
- Creating a simple chart using Chart Wizard
- Setting margins and changing page orientation
- Using Help function

Prior Knowledge: Basic knowledge of using a keyboard and mouse.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.



Using Microsoft Excel - Intermediate

Course content:

- Cell formatting
- Charting
- Save and Print
- Using more advance formulae and functions
- Further document formatting

Prior Knowledge: The completion of the self-assessment form to show competence at intermediate level.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft Excel - Advanced

Course content:

- Formatting
- Cell and workbook protection
- Named cells
- Filters
- Functions
- Auditing
- Macros

Prior Knowledge: The completion of the self-assessment form to show competence at intermediate level.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft Access Beginners

Course content:

- Opening a database in MS Access
- Elements of the Database window
- Opening a table, entering and editing records
- Printing a table
- Use Help Functions
- Creating a new database
- Defining data types
- Creating a query
- Saving/printing a query

Prior Knowledge: Basic knowledge of using a keyboard and mouse.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

Using Microsoft Access - Intermediate

Course content:

- Define a primary key
- Modify field attributes
- Change field order
- Set validation rules/text
- Add/remove filters
- Create a query with multiple criteria
- Hide fields in a query
- Sort records
- Concept of relational databases
- Create/delete relationships between tables
- Create/modify reports
- Group data in a report (use subtotals, etc)
- Create/customise headers/footers

Prior Knowledge: Basic knowledge of using a keyboard and mouse. The completion of the self-assessment form to show competence at intermediate level.

Benefits: Improve skills and productivity of staff, which will increase their motivation.

Course Duration: 3 hours tutor support.

leadership and management

The Department of Health continue to stress the need for social care agencies to ensure that leaders and managers are competent and confident to meet both their current operational responsibilities and the challenge of transforming social care services. Skills for Care recognise the crucial role of effective leadership and management in delivering quality services and positive outcomes.

Through work with the Care Workforce Development Partnership we deliver or commission a range of leadership and management topic areas including the following:



1. **Effective Supervision** – Skills for Care
2. **7 Habits for Managers** – Franklin Covey
3. **Tackling Poor Performance**
4. **Tackling Sickness Absence**
5. **Tackling Disciplinary and Grievance Issues**
6. **Leadership** – Inspiring Others
7. **Finance for the non financial manager**

Leadership and
Management

7

The majority of workshops are one day facilitated learning sessions, providing first line and middle managers with the opportunity to complete continuous professional development.

We also offer 11 Institute of Leadership and Management Short Courses, these include the following half day sessions:

- | | |
|------------------------|---|
| Problem Solving | Managing Health and Safety at Work |
| Team Leading | Time Management |
| Delegation | Managing Change |
| Communication | Project Management |
| Motivation | Presenting Information |
| Recruitment | |

1 Effective Supervision:

Aim:

- To provide participants with the skills, knowledge and understanding to enable them to undertake supervision and appraisals in accordance with their organisational policy and procedure. To link this with the Skills for Care leadership and management strategy.
- To ensure participants understand the importance of supervision and the link to effective appraisals.
- To provide opportunities for participants to explore positive and negative aspects of supervision.
- To develop confidence in using various forms of supervision.

Duration: 1 day workshop

Cost: Voluntary Sector £30, Independent Sector £35 and other care workers £95

2. Franklin Covey – The 7 Habits for Managers

including Toolkit and 360 degree feedback session

Aim:

- Overcome the reactive mindset that hampers productivity and effectiveness.
- Eliminate the energy and time-wasting tendency to focus on crisis and emergencies, and develop a long term view.
- Invest more time in planning, preparation, and crisis prevention.
- Develop an “outcome-oriented” mindset in every activity you engage in, including projects, meetings, presentations, etc.
- Empower your team members to manage and evaluate their own performance through the use of the ‘win-win’ performance agreement tool.
- Build trust within the team by acknowledging good performance and addressing the emotional needs of each team member.

Duration: 2 day workshop

Cost: £300



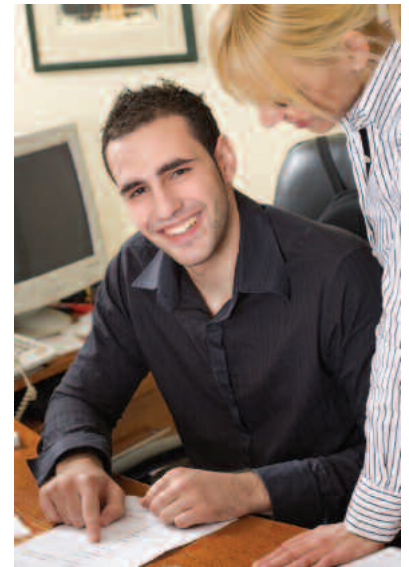
3. Tackling Performance Issues

Aim:

- Identify some of the tricky issues which arise when managing poor performance.
- Identify the impact of the statutory dismissal and disciplinary procedure.
- Evaluate some of the risks and options for dealing with poor performers.
- Explain the key points that an employment tribunal will consider in deciding whether a dismissal on grounds of poor performance is fair or unfair.

Duration: 1 day workshop

Cost: Voluntary Sector £30, Independent Sector £35 and other care workers £95



4. Tackling Sickness Absence

Aim:

- Identify some of the tricky issues associated with tackling sickness absence.
- Explain the importance of following a fair procedure including the statutory dismissal and disciplinary procedure.
- Explain the key points that an employment tribunal will consider in deciding whether a dismissal on grounds of sickness absence is fair or unfair.
- Describe acceptable and unacceptable ways of deterring and dealing with doubtful sickness absence.

Duration: 1 day workshop

Cost: Voluntary Sector £30, Independent Sector £35 and other care workers £95

Contact us:

For more information on leadership and management courses call **01743 254733**

Contact us:

For more information on leadership and management courses call **01743 254733**

5. Tackling Disciplinary and Grievance issues

Aim:

- Explain the key points that an employment tribunal will consider in deciding whether a disciplinary dismissal is fair or unfair.
- Explain the importance of diagnosing disciplinary issues correctly.
- Describe the importance of carrying out an investigation before considering disciplinary action.
- Identify the basic steps of the statutory dispute resolution procedures.

Duration: 1 day workshop

Cost: Voluntary Sector £30, Independent Sector £35 and other care workers £95

6. Leadership - Inspiring Others

Aim:

- Theories of leadership and their effective application in practice
- Developing own leadership style
- Motivation theories and their effective application in practice

Duration: 1 day workshop

Cost: Voluntary Sector £30, Independent Sector £35 and other care workers £95

7. Finance for the non financial manager

Aim:

- Understand the importance of effective communications when making recommendations for expenditure
- Understand the importance of using analytical techniques as an essential means of making recommendations
- Understand how to involve and motivate your staff in recommending and managing expenditure
- Understand clearly how your organisational context has a bearing on your recommendation for expenditure
- Understand the importance of maintaining confidentiality in relation to budgets

Duration: 1 day workshop

Cost: Voluntary Sector £30, Independent Sector £35 and other care workers £95

ILM Short Management Courses

We offer 11 leadership and management courses which are delivered over half a day at your premises or at one of our training centres.

Duration: 1/2 day workshop

Cost: £75 per delegate

Accreditation:

If delegates would like to have unit accreditation through the Institute of Leadership and Management (ILM) this would necessitate attendance on specific courses from the list below and would cost £600.

Please confirm costs of courses at the time of booking.

Problem solving

- Recognise existence, nature and scope of problem
- Identify relevant objectives
- Identify options for resolving problem
- Evaluate the effectiveness of options
- Recommend optimum solution
- Monitor and review chosen solution to ensure objectives are achieved

Team Leading

- Understand the difference between a leader and a manager
- Identify the present stage of the teamwork model that your team is presently operating in
- Identify alternative leadership styles
- Understand the effects that leadership styles have on the team
- Understand how to lead your team through coaching

Delegation

- Describe the benefits of delegation
- Explain the relationship between delegation and coaching
- Identify and remove the barriers to delegation
- Recognise opportunities for delegation
- Plan and manage the delegation process



7

Contact us:

For more information on ILM short courses call **01743 255106**



Communication

- Identify a range of non verbal and behavioural factors which affect people
- Understand the techniques required for effective listening and questioning
- Use communication to drive performance improvements in individuals
- Deal with and diffuse conflict

Motivation

- Understand the purpose and importance of motivation
- Identify the factors that motivate people
- Identify preferred learning styles
- Understand how to develop motivation through feedback
- Presenting information
- Understand the principles of organising and structuring a report
- Develop knowledge and understanding to become a more confident and engaging presenter

Recruitment

- Identify the need for effective planning during the recruitment process
- Apply efficient recruitment and selection processes
- Outline the stages in the recruitment and selection process
- Understand the reasons for staff leaving and the methods that can be used to aid retention
- Plan effective staff induction

Managing Health and Safety at Work

- Understand the reasons for managing health and safety
- Identify legislation relating to health, safety and welfare at work
- Define and manage hazards and risk
- Investigate and prevent accidents in the workplace

Time management

- Develop a greater self-awareness of how you currently use your time
- Develop a more clear understanding of strategies for effective time management

Managing Change

- Identify the forces behind change
- Awareness of how to plan for change
- Overcome resistance to change
- Create an atmosphere in which change is accepted and even welcomed

Project Management

- Organise team roles and responsibilities
- Plan the effective use of resources
- Apply techniques to secure and use resources
- Understand the key factors in defining a project
- Plan, manage and deliver a project using appropriate tools and techniques

Presenting Information

- Understand the principles of organising and structuring a report
- Develop knowledge and understanding to become a more confident and engaging presenter

Management NVQ

The NVQ in Management is a nationally recognised programme, designed by employers to meet the needs of today's businesses. You can tailor-make your own NVQ, allowing you to focus on and develop the management skills that you use most often.

NVQ Management qualifications are available for managers at all levels, from team leader / supervisor level through to senior management / director level (i.e. NVQ Levels 2 – 5). Based around key management themes, they focus on equipping managers with the knowledge to provide direction, gain commitment, facilitate change and achieve results through the efficient, creative and responsible use of resources.

Assessment of all Management NVQs is through submission of evidence, normally a portfolio and/or professional discussion, to demonstrate that the requirements are met at the relevant standard.

Contact us:

For more information
on management
NVQs call
01743 255106

Additionally, because the Institute of Leadership and Management are the awarding body for the NVQs, all managers registered on a programme will automatically become 'student members', which provides a range of benefits to assist managers in their continuous professional development.

NVQ Level	Operating Role
Level 2 – Team Leading	Team Leader
Level 3 – Management	Manager – Supervisor
Level 4 – Management	First Line Manager
Level 5 – Strategic / Operational	Senior Management / Director

The **Team Leading NVQ at Level 2** is intended for individuals who have a responsibility for the work of others. It is suitable for people who are entering management, or who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, encouraging innovation, allocating and checking work.

The **Management NVQ at Level 3** is broadly aimed at those who are responsible for the control of activities and work output of a team for example, planning and implementing change, managing a budget, managing a project.

For Level 2 and 3, managers must have responsibility for two or more individuals.

The **Management NVQ at Level 4** is aimed at individuals with more personal responsibility and autonomy in their management role. Their role will include; managing business processes, developing and implementing operational plans, leading, planning and implementing change, managing finance, providing learning opportunities. Individuals may find that the focus of their work is more to do with managing projects, or with technical matters, than with people.

The **Management NVQ at Level 5** is intended for managers who are responsible for the control of activities and work output of other managers, who have the ability and the opportunity to demonstrate management and leadership skills, for example improving organisational performance, providing leadership, encouraging innovation, developing a strategic business plan, managing risk, planning the workforce, managing a programme of complementary projects

The Benefits of an NVQ in Management:

- An NVQ in Management allows you to demonstrate to your employer – and any future employer – that you have reached a recognised, national standard in management
- The qualification helps you to improve your management skills so that you become a more effective and efficient manager
- The NVQ learning programme lets you address any skills gaps
- The qualification is flexible. You choose which skills you need to develop to help you in your own particular job and then follow a tailor-made programme that meets your individual needs





health and safety

training

We offer an in-house training service to raise awareness and improve understanding about health and safety in the carer's workplace. We deliver the following topics short courses:

CIEH Award in Food Safety in Catering:

Candidate: The course is aimed at anyone who handles food.

Entry Requirement: None

Course Duration: 6 hours

Qualification: Successful candidates receive a certificate from the Chartered Institute of Environmental Health (CIEH), which is accredited by the Qualifications and Curriculum Authority (QCA).

Course content:

- Food hygiene
- Bacteria
- Food poisoning and food borne diseases
- The prevention of food poisoning
- Contamination hazards
- Purchase, storage, temperature control, preparation, cooking and serving of food
- Food spoilage and preservation
- Personal hygiene
- The construction and design of food premises
- Equipment for food handling
- Pest recognition and control
- Cleaning and disinfection
- The law relating to food and food safety

Assessment: Multiple-choice exam. This can be conducted orally if required.

Progression: CIEH Intermediate Certificate in Food Hygiene (level 2)

Cost: £65

Health and Safety

8

Contact us:

For more information
on health and safety
training call

01743 254733



CIEH Food Hygiene Update

Candidate: The Food Standards Agency and the Industry Guides to Good Hygiene Practice endorse refresher training. The CIEH recommends refresher training every three years. The new qualification CIEH Foundation Certificate in Food Hygiene Update helps food handlers update their knowledge and comply with best practice in a cost-effective and efficient manner.

Entry Requirement: CIEH Foundation Certificate in Food Hygiene or equivalent qualification.

Qualification: Successful candidates will be re-certified with a full and current CIEH Foundation Certificate in Food Hygiene.

Course content:

- Hazards - dealing with the problems that are at the heart of food safety
- Controls - dealing with issues of prevention and control
- Legal Compliance - dealing with the principles of food safety legislation and key legal requirements

Course Duration: 3 hours – Each of the three modules is designed to last approximately an hour thus the programme could easily be scheduled to take place over several days.

Assessment: Multiple-choice exam

Progression: CIEH Intermediate Certificate in Food Hygiene (level 2)

Cost: £65

NUCO First Aid at Work

Candidate: This course is suitable where an employer's assessment for its first aid needs identifies that a first aider is required under the requirements of the first aid at work regulations. This certificate is valid for three years.

Venue: Delivery on companies own site only - Max group size 12.

Entry Requirement: CIEH Foundation Certificate in Food Hygiene or equivalent qualification.

Qualification: On successful completion of this course students will be able to act as first aiders, in accordance with the first aid at work regulations and will be certificated by New Company (NUCO).

Course content:

- Duties and responsibilities of first aiders
- Identification and management of casualties
- In the event of an emergency
- Treating young children and the elderly
- Treatment of shock, bleeding and resuscitation
- Treatment of injuries to bone, muscle and joints
- Treatment of burns and scalds
- Treatment of minor injuries
- Control of first aid boxes and materials
- Record keeping of sickness, injuries and treatment
- Concerns regarding hepatitis and immunodeficiency virus
- Personal hygiene

Course Duration: 4 days.

Cost: £1,400 + Course Material

**NUCO First Aid At Work Refresher**

Candidate: This 2-day course is for qualified first aiders who require updating.

Venue: Delivery on companies own site only - Max group size 12.

Qualification: As above

Course content: As above

Course Duration: 2 days

Cost: £700 + Course Material

NUCO First Aid Appointed Person

Candidate: This course is suitable where an employer's assessment for its first aid needs identifies that a first aider is not necessary, but the minimum requirement for an employer is to appoint a person to take charge of the first aid arrangements.

Venue: This course can be delivered at our Industrial Centre or on customer premises.

Qualification: On successful completion of this course delegates will be familiar with the equipment and facilities at work, and be competent to call the emergency services when required. Please note that Appointed Persons are not First Aiders and should not attempt to give First Aid for

which they have not been trained. Delegates will be certificated by New Company (NUCO). This certificate is valid for a period of three years.

Course content:

- What is First Aid
- First Aid in the workplace
- Responsibilities of the Appointed Person
- Action at an emergency
- Primary assessment
- Secondary assessment
- Breathing and circulation
- Principles of resuscitation
- Airway obstruction
- Disorder of circulation
- Bleeding
- Additional subjects

Course Duration: 1 day

Cost: £50 + Course Material

NUCO First Aid Emergency Response

Candidate: This course is suitable where an employer's first aid assessment identifies that a first aider is required under the requirements of the First Aid at Work Act.

Venue: Delivery on companies own site only - Max group size 12.

Qualification: On successful completion of this course students will be familiar with the equipment and facilities at work, and be competent to call the emergency services when required. Please note that Emergency Response Persons are not first aiders and should not attempt to give first aid. Delegates will be certificated by New Company (NUCO), the certificate is valid for three years.

Course content:

- What is First Aid
- First Aid in the workplace
- Responsibilities of the appointed persons
- Action at an emergency
- Primary assessment
- Principles of resuscitation
- Breathing and circulation

- Airway obstruction
- Disorder of circulation
- Bleeding
- Additional subjects

Course Duration: Half day

Cost: £350 + Course Material

CIEH Principles of Manual Handling

Candidate: This course is suitable for personnel who are required to lift, push, pull, carry or move loads as part of their work activities.

Venue: This course is delivered at our Industrial Centre or on customer premises.

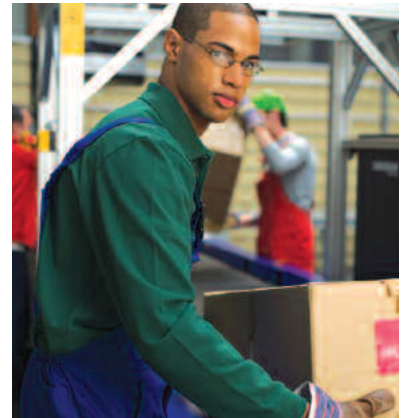
Qualification: On successful completion of this course students will be certificated by the Chartered Institute of Environmental Health.

Course content:

- Health and Safety at Work Act and employees responsibilities
- Manual Handling Operations Regulations 1992
- Safe lifting and handling techniques
- Causes of injuries to employees
- Identification of risks
- Carrying out self assessment
- Handling awkward loads

Course Duration: One day.

Cost: £50 per candidate or if at companies' premises £350 + course materials (Max 12 candidates)



CIEH COSHH Level 2 Certificate

Candidate: This course is suitable for individuals who are required to carry out Control Of Substances Hazardous to Health (COSHH) assessments within the workplace.

Venue: This course is delivered at our Industrial Centre or on customer premises.

Qualification: At the end of the course successful delegates will be able to:

- Explain what is meant by the term substances hazardous to health, and give examples.
- Explain how hazardous substances can cause ill health and injury
- State the different ways in which hazardous substances can be identified
- State the principles for controlling substances hazardous to health and apply these in a practical manner
- Demonstrate a general understanding of the value and purpose of COSHH
- Conducting a COSHH assessment and what employees can expect

On successful completion of this course students will be certificated by the Chartered Institute of Environmental Health.

Course content:

- General introduction
- Definition and types of substances hazardous to health in the workplace
- Health effects of hazardous substances and their causes
- COSHH assessments and control options
- Responsibilities imposed by the control of substances hazardous to health regulations 2002

Course Duration: Half day.

Cost: £50 per candidate or if at companies' premises £350 + course materials (Max 12 candidates).

social care and health training

an employers guide to social care
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