



Joint Training

for Adult Community and Health



End of Year Report March 2020

Mission Statement

To develop and deliver learning and development opportunities for all organisations involved in health and social care, including family carers and service users.

National Recognition

Skills for Care

Centre of Excellence awarded June 2019

demonstrated exemplary practice going above and beyond, constantly evolving to meet the needs of adult social care and being innovative in the delivery to ensure the needs of the learners are met.



The National Association of Clinical Tutors (NACT), Supporting Excellence in Medical Education, Best Practice Example

Training for SaTH Foundation Year 2 doctors on the use of 'My Enquiry and Safety Plan cards in line with the Mental Capacity Act concluded:

"this patient centred communication training will lead to improved outcomes in all patient groups".

Invited to display a poster presentation at the National Sharing Practice event March 2020
Cancelled due to COVID 19, abstracts <http://www.nact.org.uk/news/foundation-programme-event-27th-abstracts.html>

Summary of Activity

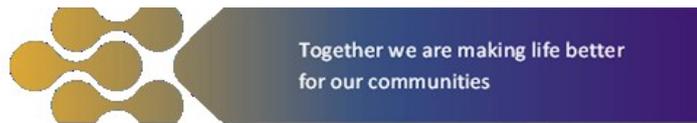
- 100 New Mental Health First Aiders
- 108 New customers
- 907 Volunteers/Family Carers/ Service Users accessed courses
- 111 different course titles offered
- 588 programmed courses
- 96 in-house and bespoke courses provided
- 17 new titles
- 265 Mental Health First Aid Aware learners
- 13 'Lived experience experts' supporting development and delivery of training

Funding Information

We receive funding from:

- Shropshire Council Adult Services,
- Shropshire Clinical Commissioning Group (via Better Care Fund),
- Midlands Partnership Foundation Trust (MPFT)
- Telford & Wrekin Council (MAPA® specific).
- Shropshire Safeguarding Community Partnership (Domestic Abuse)

We also generate income by marketing our courses.



External funding attracted:

We bid for external funding to support project work e.g. Health Education England (HEE) and Skills for Care.

Mental Health Project

Financed by Health Education England (HEE), managed by Telford & Wrekin Clinical Commissioning Group and MPFT.



Joint Training was commissioned to deliver Suicide Prevention, Working with Childhood Trauma and Abuse and Self - Harm training.

We delivered a range of workshops in the three month time scale of the project, with excellent attendance from new audiences e.g. armed forces, further education, police and community rehabilitation. The training was provided free of charge via the project funding.

Prescribing Lifestyle Medicines

Financed by HEE for 2 development officers to attend a 'Prescribing Lifestyle Medicines' conference and subsequently provide workshops locally. This is an established approach focusing on health and wellbeing of individuals and populations. Discussions to develop this further are in progress.

Joint Training Update

A very busy year with a diverse training programme delivered including:

MAPA®

Collaborative work between MAPA® trainers and internal teams e.g. day opportunities, alongside external organisations, to find positive, person centred, least restrictive ways of working with people to improve their opportunities and quality of life.



- Provided under licence to CPI Europe who own the MAPA® model. Following the verification visit, CPI said:
“the development of the MAPA® instructor job description, the strengthened agreement with service-based instructor organisations and instructor support and development clearly demonstrates a commitment to the delivery of high-quality, meaningful training for those working in the Health & Social Care sector in Shropshire”
- Personal Safety at Work, both full days & ½ day refreshers have been well attended by Shropshire Council staff.

Learning Disability

Delivered more Learning Disability courses than planned, with increased attendance on last year, evidencing that we are responsive to customer needs and proactive in looking at new learning and development opportunities. In addition to our joint programme, we delivered a range in-house courses to Learning Disability independent providers e.g. Learning Disability, Sexuality and Choice, Profound and Multiple Learning Disability Masterclass.

Principles of Leadership and Management

Very positive engagement of managers with this programme e.g. Managing change and supporting your staff, Supporting Staff through Coaching.

Mental Capacity Act

Work with SaTH Dementia Ward and ‘lived experience expert’ resulted in a new course: Supporting people with Dementia at End of Life using the MCA.

Diversity in Shropshire

New programme on Diversity in Shropshire, LGBT people accessing health and social care, Mental Health in Marginalised Groups i.e. Homeless, LGBTQ+, Black and Minority Ethnic Groups experienced very positive engagement from learners.

Mental Health

The Mental Health programme has been refreshed and re-energised, with new courses on topics including; Mental Health in Young Adults 16 – 25 (extremely relevant with current focus on supporting young people in this age group), Interventions: Mental health and substance misuse, Supporting mental Health Carers, Supporting Adults who Hoard.

Reducing the gap!

We are actively working with health and care providers alongside ‘lived experience experts’ and others to bring us closer together:

- Our growing pool of **‘lived experience experts’** support development and delivery of training bringing the learning experience to life.
- Working with **Adult Services and Children’s Services Safeguarding** to promote shared messages re; Safeguarding / Domestic Abuse / Substance Misuse / MCA & DoLS / Transition Support / Children with Disabilities / Exploitation / Child Sexual Exploitation.
- Working with the **wider Shropshire Council** e.g. Corporate Health & Safety, providing MHFA England courses.
- Providing training for **SaTH including A&E** staff, doctors and specific wards re; MCA & DoLS / Mental Health / Safeguarding / Dementia and End of Life & Decision Making, Improving communication.
- Working with **SCHT with the Safeguarding Lead and Clinical Educator** e.g. providing ALD, MCA & DoLS and specific sessions for Preceptorship programme.
- Working in partnership with **Severn Hospice**, delivering accredited training programmes in End of Life Care on site at the hospice, getting learners through the door and demystifying the work of the hospice.
- Co-working/training with **SaTH and Severn Hospice** to deliver SAGE & THYME communication workshops (under Licence to Manchester University NHS FT).
- **T&W CCG – HEE project** work in Mental Health for new audiences e.g. Military, Fire & Rescue, Probation, FE colleges, DWP etc. (access Shropshire and T&W)
- Increased delivery of bespoke and in-house training e.g. **Age UK, Bethphage, Street Pastors**.
- Widening reach to **new types of learners** e.g. Oswestry Business Improvement District re: MHFA.
- Providing **individual support** to provider services / managers e.g. supporting organisations to review service user Positive Behaviour Support plans.
- Supporting Shropshire independent agencies who are providing support to more **complex community-based service users**.



Influencing change through active participation in the:

- Suicide Prevention Group
- Hoarding Forum
- Domestic Abuse Forum
- KASiSP Training sub group
- Autism Partnership Board
- SSP Training Pool.
- Adult Learning Disabilities Partnership Board
- Shropshire Safeguarding Partnership
- Learning Improvement Training Sub group

How Joint Training has made a difference to:

Our 'lived experience experts'

By valuing their story and developing their ability to co facilitate training.

One expert said:

"I really enjoy being involved with the training course. It means a lot that I can help people to understand what psychosis really is and what happens when someone goes through it. I find the course really does cover every aspect of what psychosis is like and how it affects someone's life. I like answering questions that people have because it makes me feel like I'm helping normalise it and taking away from the stigma that comes with it. Overall helping on the course has really boosted my confidence as the feedback we received was so positive!"

Psychosis and the Importance of Early Intervention

and her mum said:

"As parents we feel tremendously proud of our daughter for being able to be completely honest about her experiences. We also feel that it will help to make people more aware, both professionals and carers. We wish we could have met someone to explain to us so that we could have helped more than we did at the time of her illness."

Another expert said:

"I found the meeting at the hospital was scary at first. It went really well and it was nice to meet new people who I have not met before. I enjoyed training such a large number of people I would like to do it again"

Understanding learning Disability Conference with 100 in attendance

Also, in a softer way by supporting as colleagues e.g. support to one of our 'experts' with a recent house move.

Managers

- “We’ve changed our interview style and questions to open questions to establish the individuals values etc. This has helped us in the recruitment process.”
- “The Mental Health Leads training was really supportive. Giving coping and organisational strategies that teachers will benefit from and by being trained to cope with difficult decisions and stress.”

Learners:

- “This was not a tick box exercise. It encourages development of skills and knowledge. I will reflect and think about how I can improve.” *Care Certificate*
- “This was a really interesting training course, presented excellently with a mix of approaches. Well time managed. I learnt a lot and enjoyed it.” *MHFA 2 day course*
- “It was a very inspiring and powerful day. I need other members of my team to attend this.” *Suicide Prevention*
- “Safeguarding cards were a good idea. Appreciate the demonstration & interactive nature of the session. Really eye opening & made me re-consider my communication with vulnerable adults.” *My Enquiry & Safety Plan cards Communication training for SaTH Foundation Year 2 doctors*
- “Understanding what is meant by Autism Spectrum Disorder, that it is not an illness.” *Comment from a learner seeking a diagnosis for them self*
- “Preparing and structuring assessments, excellent course. I am due to visit a young lady with autism, who is very anxious. I will be able to put some of the strategies learnt into practice.” *Social worker, Supporting Adults with Autism through Social Care Assessment*
- “Found ‘Stuart’ inspiring. Now that we understand autism more, we will hopefully understand our grown-up daughters’ behaviours more.” *Parent / carer, Autism Awareness*
- “Mary facilitated this training in a way that I feel DoLS is supposed to work – for the service user. Not just as a piece of work that needs completing. Thankyou excellent training.” *Occupational Therapist, DoLS training*
- “I just wanted to say thank you very much. You have supported our group through floods and lockdown. Your sessions have always been informative, interesting, varied and fun. You gave us key points to consider for each part of the course to help us get our submissions right. You are a tutor who not only knows her stuff but is warm and approachable too.” *End of Life Care, Level 3 Certificate, City & Guilds. Severn Hospice Nurse*

New courses for 2019-2020 included:

- Medicines Management RCN Accredited
- Learning Disability & Mental Health
- Learning Disability – Supporting the Person to have a safe on-line presence
- Supporting people living with dementia at end of life using MCA/DoLS
- Safeguarding – Child Sexual Exploitation
- Mental Health and Marginalised groups
- Supporting people who hoard

New courses for 2020-2021 include:

Mental Health

- Korsakoff's Syndrome
- MHFA England Youth (2 days)

Health, Care & Wellbeing

- Neuro palliative workshop – April 2020 (postponed due to COVID19)
- Falls and Bone Health Awareness
- Dementia Care; Dementia – Wellbeing through Activities, Talking Mats Dementia Foundation, and Dementia Confident (follow on from Awareness)

MCA / DoLS

- Supporting people with Dementia and at E.O.L Using Mental Capacity Act

Leadership & Management

- Motivating your Team & Improving Employee Engagement

Learning Disability

- Talking Mats LD Foundation
- Supporting people to have a safe on-line presence
- Co-production – principles and practice of co-production
- Developing & maintaining communication methods for people with a learning disability
- Supporting People with a visual impairment and learning disability

Autism

- Pathological Demand Avoidance PDA

Safeguarding

- Exploitation
- Child Safeguarding
- Child Sexual Exploitation

Challenges this year

- Co trainer from Hospice for EoL Care G&G Awards / Certificates has resigned
- February floods
- Short to mid term COVID 19 challenges

COVID 19 Response

Postponed face to face learning from March 2020

Activity inside Joint Training includes:

Individual contact with provider managers / customers to offer information, support and reassurance that we are still here.

Mail-outs to provide information / links to information to support the sector during COVID 19 pressures.

Design, development and delivery of remote learning options to support the sector. Within the Council, supporting staff taking on new roles in response to COVID19 pressures e.g. Community Reassurance Team who are visiting and supporting people in the community, staff supporting rough sleepers.

Rolling programme in place for Council staff:

- Personal Safety @ Work – de-escalation techniques
- Mental Health information
- Dementia Friends
- Identified and in place - remote option for START for new starters and redeployed staff for mandatory training and Care Certificate to support fast track induction

Support to the sector:

- Mental Capacity and Deprivation of Liberty Safeguards remote option and YouTube video developed and available.
- End of Life Care C&G level 3: 'Live' distance learning provided to support learners mid-course to complete their certificate in planned time frame.
- Mental Health First Aid Aware: MHFA England has agreed an on-line option which we are now offering which requires our Learning and Development Officer 'live' trainer presence.
- MAPA®: providing continued support to customers and developing an interim training arrangement to ensure staff and service users remain as safe as possible. CPI have an on-line option available for theory aspect of training – we are now offering this alongside individual support to provider services.
- Creating a webinar on "Supporting Learning Disabilities during COVID 19: Preparing to return to the workplace"
- Other topics being explored, planned and developed as webinars as interim measures whilst face to face training not available will include: Suicide Prevention, Bereavement, Resilience/

Activity outside Joint Training

- Claire Leenhouders LDO, MH – on loan to Redwoods social work team to support hospital discharge in line with new Gov. targets. Returning to Joint Training in June
- Christine Scott – supporting management of Telephone Reassurance calls to 'high risk' Shropshire residents who have received the NHS 'shielded' letter
- LDOs & BSOs supporting in making calls to 'shielded' residents in Shropshire
- Support to Public Health in setting up a Bereavement helpline to support people bereaved during COVID 19.
- Direct support to 'lived experience experts

